



# **NCID**

## **User Guide**

### **Version 2.0**

Department of Information Technology  
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## Document History

Version	Change Reference	Date	Author
1.0	Initial draft release	9/16/10	Heather Ferrie
	Update w/ comments from Brian, Brent & Team	9/22/10	Heather Ferrie
	Page 10: Update "Forgot Your Password" definition and included new footnote (#3)	10/25/10	Heather Ferrie
	Removed "Draft" designation. NOTE: This is an early version and is subject to change. Please regularly check the NCID Training and Documentation web page to obtain the most current version. <a href="https://www.ncid.its.state.nc.us/TrainingAndDocumentation.asp">https://www.ncid.its.state.nc.us/TrainingAndDocumentation.asp</a>	10/29/10	Heather Ferrie
1.1	Appendix B: Updated with "User IDs must contain 6-20 characters. The User ID will now be truncated to 20 characters if it exceeds the maximum length." Section 2: Renamed to "Procuring an Account"; Included 2 new subsections for S&L employees and B&I users.	11/22/10	Heather Ferrie
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1.4	Section 2.2.1: Updated "New Password" definition with password case-sensitivity information.	01/26/11	Heather Ferrie
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	Section 2.1.2: Included to note to reference password case-sensitivity and special character restriction.	2/8/2011	Heather Ferrie
1.5	Removed "NG" reference. Removed Appendix A: Differences b/n 7.x & NG	2/23/2011	Heather Ferrie
1.6	Section 1.1.1: Updated definition for Application Administrator. Section 1.1.2: Updated Figure 1-2; Added "Need Help" feature to "Login Screen Self-Service Features" box.	4/12/11	Heather Ferrie
1.7	Section 1.1.1: Removed reference that SD cannot unlock DA acct	07/13/11	Heather Ferrie
1.8	Section 3.2: Insert note re: update password on mobile devices	07/26/11	Heather Ferrie



1.9	Update for SSPR (Self-Service Password Reset) registration and password screens	07/18/16	Brent Roberts
2.0	Update the process for Individual and Business users	01/20/2023	Tamilvanan P

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## About this Guide

This guide is designed as a reference for state and local government employees, as well as individuals and business users who use NCID. Using this guide, the reader will become familiar with NCID fundamentals, and learn how to manage their account using various self-service tools.

## Documentation Organization

This guide is organized into the following sections:

[Section 1: Introduction](#) includes an overview of the NCID service and provides steps for accessing and logging in to NCID. This section also describes the NCID main screen to familiarize users with how the interface organizes information and displays application features.

[Section 2: Procedure for Individual and business users](#) provide steps to help individuals and business users request and setup their accounts. This section also demonstrates how individuals, business users and local government employees (who do not have a delegated administrator) can use the self-registration to create their own NCID account. Also, instructs users how they can manage their accounts using various self-service tools (i.e.: resetting password, managing challenge questions).

[Section 3: Procedure for State and Local government employees](#) provide steps to help employees request and setup their accounts. This section also demonstrates how they can use the self-registration to create their own NCID account. Also, instructs users how they can manage their accounts using various self-service tools (i.e.: resetting password, managing challenge questions).

[Appendix A: NCID Terminology](#) provides a list of definitions to commonly used terms.

## Feedback

Please send your comments and suggestions about this guide to the DIT Service Desk at [its.incidents@its.nc.gov](mailto:its.incidents@its.nc.gov).

## Documentation Updates

For the most current version of the *NCID User Guide* please visit the NCID Training and Documentation web page at:

<https://www.ncid.its.state.nc.us/TrainingAndDocumentation.asp>

## Formatting Conventions

The following formatting conventions are used throughout this guide to enable ease of use and understanding:

- **Bold** - Items that are to be clicked on such as buttons.
  - *Example:* Click on the **Start** button.
- *Italics* - Values that need to be typed in as shown.
  - *Example:* In the “Open:” field, type: *cmd*
- “Quotes” - Items that are selected, but not clicked; field names.
  - *Example:* In the “Filename:” field, type: *File.doc*
- [*Italics with Brackets*] - Values that need to be typed in, but will not always be the same.
  - *Example:* In the “Username:” field, type: *[username]*  
**Note: *[username]* will be replaced with the actual username, such as *jdoe*.**

## Special Notes

The screenshots provided in this guide are for informational purposes. Screen content and feature availability may vary based on individual environments and access permissions.

# 1. Introduction

The **North Carolina Identity Management Service - Next Generation (NCID)** is the standard identity and access management platform provided by the Department of Information Technology. NCID is a Web-based application that provides a secure environment for state agency, local government, business and individual users to log in and gain access to real-time resources, such as customer-based applications.

The NCID service provides a variety of self-service features that allow users to manage their accounts. Depending on permissions, users may perform the following actions:

- Self-register for a new account (available only to individual and business users)<sup>1</sup>
- Update their account with new information (i.e.: telephone number, address, etc.)
- Reset their password
- Look up their user ID
- Manage their challenge questions and responses
- View the names and contact information of their delegated administrators
- Verify that their password is synchronized across all connected systems
- Remove their account (available only to individual and business users)

This guide will introduce you to NCID fundamentals, provide steps to help you get you started using NCID and instruct you on how you can manage your account. Please note that this guide provides instruction for all user types (State and Local government employees, and business and individual users). Any differences that are relevant to a specific type of user will be noted.

## NCID Fundamentals

This section introduces you to the different types of users who utilize the NCID service. You will also learn how to access and log in to NCID, and become familiar with the NCID interface.

### User Types

A NCID user can be categorized into one of the following user types:

- **State Government Employee** is a person who is currently employed or assigned to work for an agency within the State of North Carolina government.
- **Local Government Employee** is a person who is currently employed or assigned to work for a North Carolina county, municipality or other local government organization.
- **Business User** is a person who is requesting access to the State of North Carolina services on the behalf of a business.
- **Individual** is a person who is requesting access to the State of North Carolina services as an individual or citizen.

All users are required to have an NCID account so that the person can log in to the service and receive permissions to the appropriate resources. Additionally, depending on job responsibility and level of authority, state and local government employees might receive additional permissions to hold one of the following positions:

- **Delegated Administrator (DA)** can administer user accounts within the same organization, division(s) and/or section(s) for which he or she has administrative rights.
- **Application Administrator** is responsible for controlling membership access to the roles (applications) that he/she can manage. In addition, this person can promote and demote a user account to application administrator.
- **DIT Service Desk (Global Service Desk)** can unlock accounts for any NCID user, including a delegated administrator. In addition, this person can reset passwords for DIT employees only.
- **Agency Service Desk Administrator** can unlock accounts and reset passwords for a state employee who is a member of the same division(s) and/or section(s) for which he or she has administrator rights. This person cannot reset accounts for delegated administrators.

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<sup>1</sup> Business, individual and some local government employees (who do not have a delegated administrator) may create a new user account via a self-registration service. Accounts for state and local government employees are created by the delegated administrator associated to the employee's organization, division and/or section.

## 2. Procedure for Individual and Business users:

If you are an individual, business user or a local government employee without a delegated administrator you can create your account by using the **Register** link on the “Login” screen.

During the self-registering process, you will need to provide some basic information (i.e.: first name, last name), create a password and set up your challenge questions/responses. Upon creating the account, you will receive an email containing an activation URL link. You must click on the URL to activate the account. If the account is not activated within 3 days, the system will automatically delete the account.

**Important!** If you do not receive the email in your Inbox within a few minutes, please verify that the message was not marked as spam and sent to the Junk Email folder. If this happens, please move the message to the Inbox so you can validate your account.

To ensure that NCID messages will always be delivered to your Inbox, please verify that your email client and email provider are set up to accept messages from [ncid.notifications@nc.gov](mailto:ncid.notifications@nc.gov) prior to completing self- registration.

**Note:** Accounts that are self-registered will not be vetted or approved and will not be managed by an administrator. Self-service tools are available to help you manage your account, for example, updating your account with new information, resetting your password, and archiving your account.

### 2.1 Accessing and Logging In

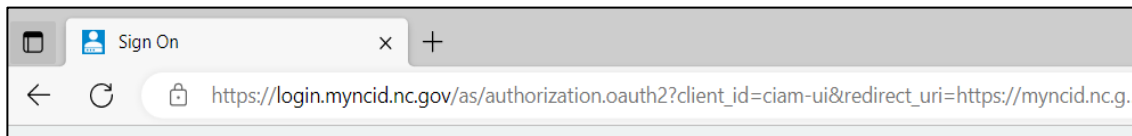
To begin using the NCID service, you will need to open a Web browser and log in using your NCID user ID and password. For best experience, we recommend using the latest Google Chrome or Microsoft Edge version of the browser as well as the version prior to the latest one.

**Note:** You must have an account to log in to NCID. If you are a non-government employee, you can create your own account using the self-registration service on the “Login” screen. Please refer to the Procuring an Account section on page 10 for more information.

To access and log in to NCID:

**Pre-requisite:** You should have a valid and active NCID Account.

1. Open a Web browser and enter the following URL: <https://myncid.nc.gov>



*Enter URL in the Address Bar*

2. The “North Carolina Identity Management (NCID) Login” screen is displayed.

**Note:** If you cannot view all the text or buttons on the Login screen, your web browser’s font setting may be too large. You will need to reduce the font size so all the text and graphics will fit on the screen. To reduce the size in Internet Explorer, click on the View menu, and select the Text Size option. Click on the desired size (i.e.: Medium). If you have a scroll wheel on your mouse, you can hold the ctrl key while turning the wheel toward yourself.

3. In the “USERNAME” field, type [NCID user ID].

**Note:** After entering the user ID click on Next button to view password field.



## North Carolina Identity Management (NCID) Login

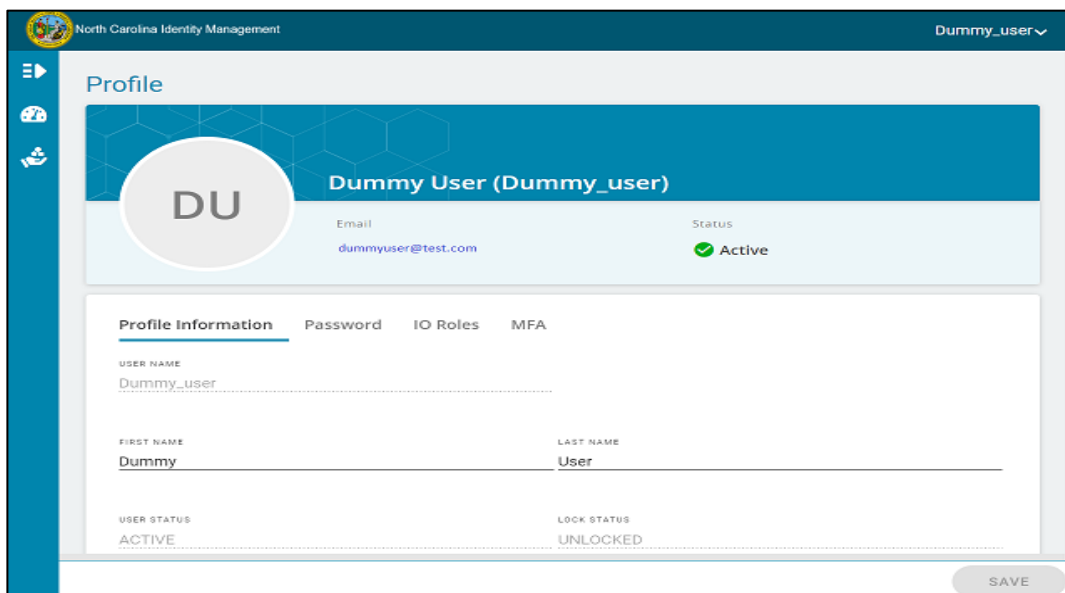
4. In the “PASSWORD” field, type [NCID password].



The image shows the NCID login interface. At the top is the NCID logo with a map of North Carolina and a yellow padlock icon. Below the logo is a white login box. Inside the box, there are two input fields: 'USERNAME' with the text 'Dummy\_user' and 'PASSWORD' with a red rectangle highlighting the password field. Below the password field is a blue 'Sign On' button. Under the button are three links: 'Trouble Signing On?', 'Don't have an account? Register now', and 'Need Help?'.

## North Carolina Identity Management (NCID) Login

5. Click on “Sign On” button.
6. After successful login, the NCID main screen (also referred to as the “Profile management Page”) is displayed.

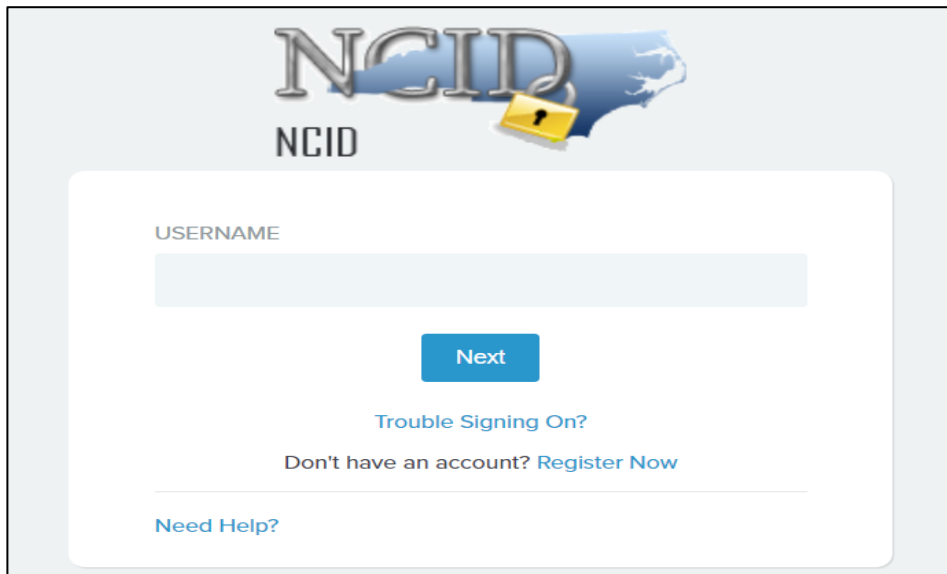


The image shows the NCID main screen after a successful login. The top header is dark blue with the text 'North Carolina Identity Management' on the left and 'Dummy\_user' on the right. Below the header is a 'Profile' section with a blue background. It features a circular profile picture with the letters 'DU' and the text 'Dummy User (Dummy\_user)'. Below this, there are two rows of information: 'Email' with the value 'dummyuser@test.com' and 'Status' with a green checkmark and the word 'Active'. Below the profile section is a 'Profile Information' tab with sub-tabs for 'Password', 'IO Roles', and 'MFA'. The 'Profile Information' tab is active and shows fields for 'USER NAME' (Dummy\_user), 'FIRST NAME' (Dummy), 'LAST NAME' (User), 'USER STATUS' (ACTIVE), and 'LOCK STATUS' (UNLOCKED). A 'SAVE' button is located at the bottom right of the page.

North Carolina Identity Management (NCID) welcome screen.

## 2.2 Login Screen Self-Service Features

The “Login” screen provides self-service tools which enable you to reset your password and to retrieve a forgotten user ID, reset your NCID password or to unlock account without seeking assistance from the Service Desk.

The login screen features the NCID logo at the top. Below it is a white rectangular box containing a "USERNAME" label and a text input field. A blue "Next" button is positioned below the input field. Further down are links for "Trouble Signing On?", "Don't have an account? Register Now", and "Need Help?".

NCID

NCID

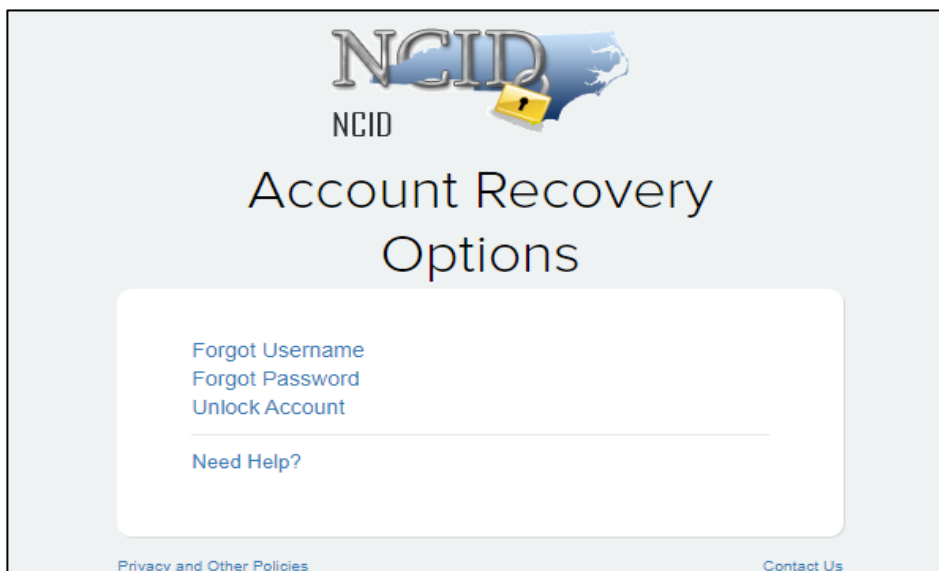
USERNAME

Next

[Trouble Signing On?](#)

[Don't have an account? Register Now](#)

[Need Help?](#)

The account recovery screen features the NCID logo at the top. Below it is the title "Account Recovery Options". Underneath is a white rectangular box containing links for "Forgot Username", "Forgot Password", and "Unlock Account". A "Need Help?" link is located below the box. At the bottom of the screen are links for "Privacy and Other Policies" and "Contact Us".

NCID

NCID

Account Recovery  
Options

[Forgot Username](#)

[Forgot Password](#)

[Unlock Account](#)

[Need Help?](#)

[Privacy and Other Policies](#)

[Contact Us](#)

The following table provides a brief description of these tools.

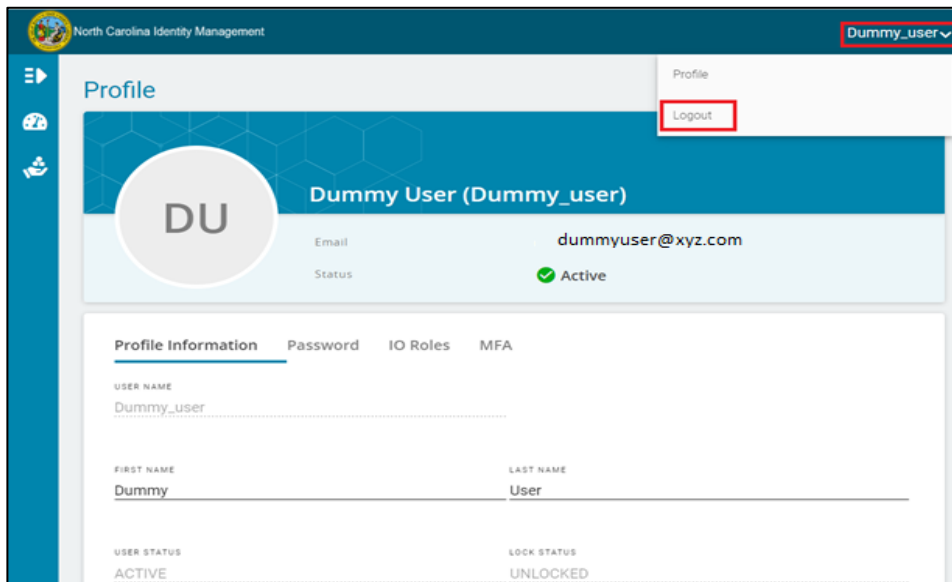
Self-Service Feature	Description
<b>Trouble Signing On?</b>	<p>➤ <b>Forgot Username:</b> This link enables you to retrieve your user ID if you have forgotten it. You will need to provide some basic information (i.e., Email Address, first name, last name) to retrieve user ID. An email with your NCID username will be sent to your registered email address.</p> <p>➤ <b>Forgot Password:</b> This link allows you to reset your password. You may reset your password if you have not recently changed it (Currently a password must be used for 3 days before it can be changed by the user). You will need to provide your NCID Username and click on “Send Request” button. An email with the link to set a new password will be sent to your registered email address.</p> <p>➤ <b>Unlock Account</b> This link allows you to unlock your account. You will need to provide your NCID Username and click on “Get OTP” button. An email with the OTP will be sent to your registered email address.</p>
<b>Need Help</b>	This link allows you to access support resources.
<b>Register Now</b>	This link allows you to self-register for a NCID account. New User accounts for businesses, individuals, and local government employees (Who do not have a delegated administrator) are created via the self-registration service.

## 2.3 Logging-Out

You may be automatically logged out of NCID after exceeding the state policy’s inactivity requirement. You can also log out manually.

To manually log out of NCID follow the below given steps:

1. Click on the username located at the top-right section of your screen. A dropdown menu with “Logout” option will appear.
2. Click on it to Logout.



Click "Logout"

- The "NCID Logout" screen is displayed and indicates that you have successfully logged out of NCID.



NCID Logout Confirmation Message

- Close your browser window to prevent any possible unauthorized access to your account.

## 2.4 Obtaining an Account

The method for procuring an account is different for a state/local government employee and a business/individual user. Please refer to the appropriate subsection for step-by-step instruction on how you can obtain a NCID account. If you are an individual or a business user, you can create your account by using the **Register Now** link on the "Login" screen.

During the self-registering process, you will need to provide some basic information (i.e.: first name, last name, email address, etc), and create a strong password. Upon creating the account, you will receive an email containing an activation URL link. You must click on the URL to activate the account. If the account is not activated within 3 days, the system will automatically delete the account.

**Important!** If you do not receive the email in your Inbox within a few minutes, please verify that the message was not marked as spam and sent to the Junk Email folder. If this happens, please move the message to the Inbox so you can validate your account.

To ensure that NCID messages will always be delivered to your Inbox, please verify that your email client and email provider are set up to accept messages from [ncid.notifications@nc.gov](mailto:ncid.notifications@nc.gov) *prior* to completing self-registration.

**Note:** Accounts that are self-registered will not be vetted or approved and will not be managed by an administrator. Self-service tools are available to help you manage your account, for example, updating your account with new information, resetting your password, and archiving your account. Please refer to the Managing Your Account section on page 24 for information on how you can service your account.

## 2.4.1 Self-Registering for an Account

The self-registration steps are similar for each type of user; however, there are some differences. This section provides step-by-step instruction for creating an Individual account and highlights the differences for creating a business user.

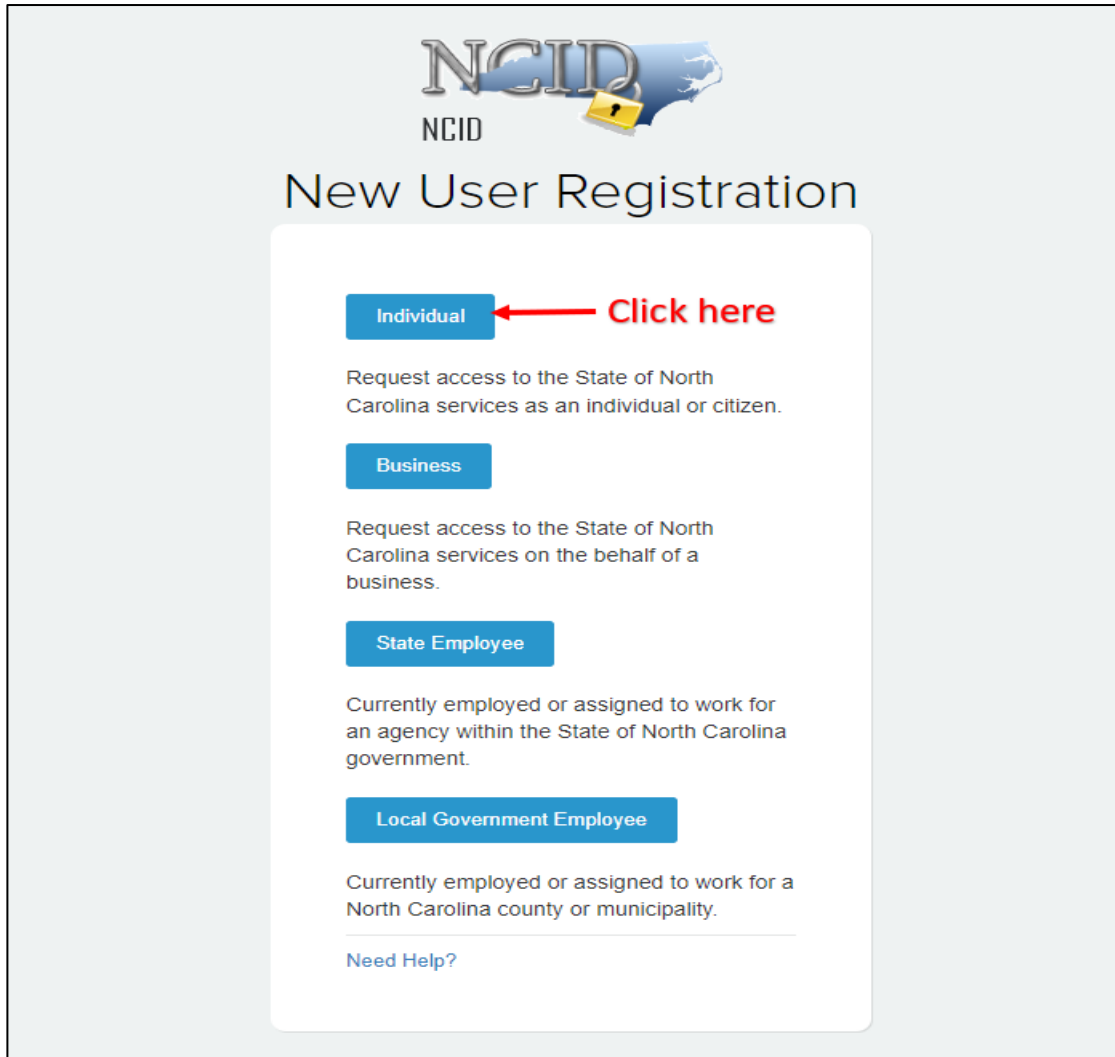
To **self-register** for an account:

1. Open a Web browser and enter the following link <https://myncid.nc.gov>
2. The “North Carolina Identity Management (NCID) Login” screen is displayed. Click on the **Register Now** link to begin the self-registration.



*Click “Register” to Create New Account*

3. The “NCID Registration” screen is displayed. Click on the one of the following user types:
  - Business User
  - Individual (this is the one selected for the following information)



**NCID**  
NCID

## New User Registration

**Individual** ← **Click here**

Request access to the State of North Carolina services as an individual or citizen.

**Business**

Request access to the State of North Carolina services on the behalf of a business.

**State Employee**

Currently employed or assigned to work for an agency within the State of North Carolina government.

**Local Government Employee**

Currently employed or assigned to work for a North Carolina county or municipality.

[Need Help?](#)

*Select “User Type”*

4. The registration form for the account type you selected on the previous screen is displayed. The following figure illustrates an example of a “Individual Account” registration screen. It will be similar for Business user with few additional details.

North Carolina Identity Management

Desired Username \*

Prefix

First Name \*

Middle Initial

Last Name \*

Suffix

Email \*

Confirm Email \*

Mobile Number (highly recommended)

password \*

Confirm Password \*

**Password Validation**

- Must be at least 8 characters long up to maximum of 64.
- Must not include part of your First name, Last name or username.
- Must have at least 3 of the 4-character types below:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Special character like #, \$, %, ^, &, !, ~, &#x26;

**Password Policy**

- Password is case sensitive.
- Must not include a common word or commonly used sequence of characters such as "password", "ABC", "AAA", "123".

SAVE

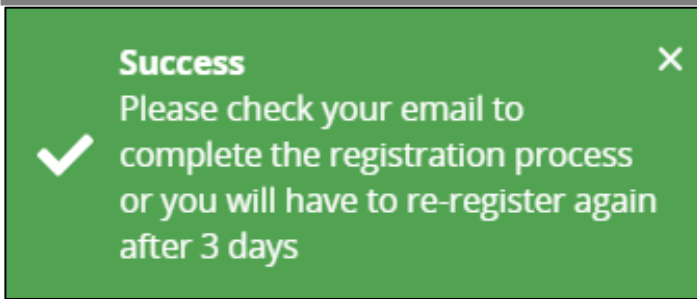
Figure 2-3. Complete Registration Form

5. The following table provides a description for each field displayed on the registration form.

Field	Required	Description
Desired Username	Yes	<p>Enter a user ID for your account. Your user ID will be used along with your password to authenticate you to NCID</p> <p>Upon creating the account, the system checks if the user ID is available. If it is unavailable, the system will tell you. Refer below Error Message -</p> <div data-bbox="527 531 1039 672"> <p><b>FAILURE</b> ✕</p> <p>✕ Desired Username is already used. Please use a different value</p> </div> <p>If you try creating an account with same email within 3 days window, the system will show you below error message -</p> <div data-bbox="527 812 1039 1125"> <p><b>FAILURE</b> ✕</p> <p>✕ We have recognized that you have previously registered for an account in the last 3 days with this email address. You should have received an email from New NCID User Verification . Please check your email inbox to continue with your account registration</p> </div> <p><b>Important!</b> Your user ID must contain 6 - 20 characters. If the ID exceeds the maximum length, it will be truncated to 20 characters.</p> <p>User IDs are limited to the following characters: letters (A-Z; a-z), digits (0-9), hyphen (-) and underscore (_).</p>
Prefix	No	Select one of the listed prefixes, if applicable.
First Name	Yes	Enter your first name.
Middle Initial	No	Enter the initial of your middle name.
Last Name	Yes	Enter your last name.
Suffix	No	Select one of the listed suffixes, if applicable.
Email	Yes	<p>Enter an email address.</p> <p><b>Important!</b></p> <p>Duplicate email address is not allowed.</p> <p>A correct and current email address is vital to both creating</p>

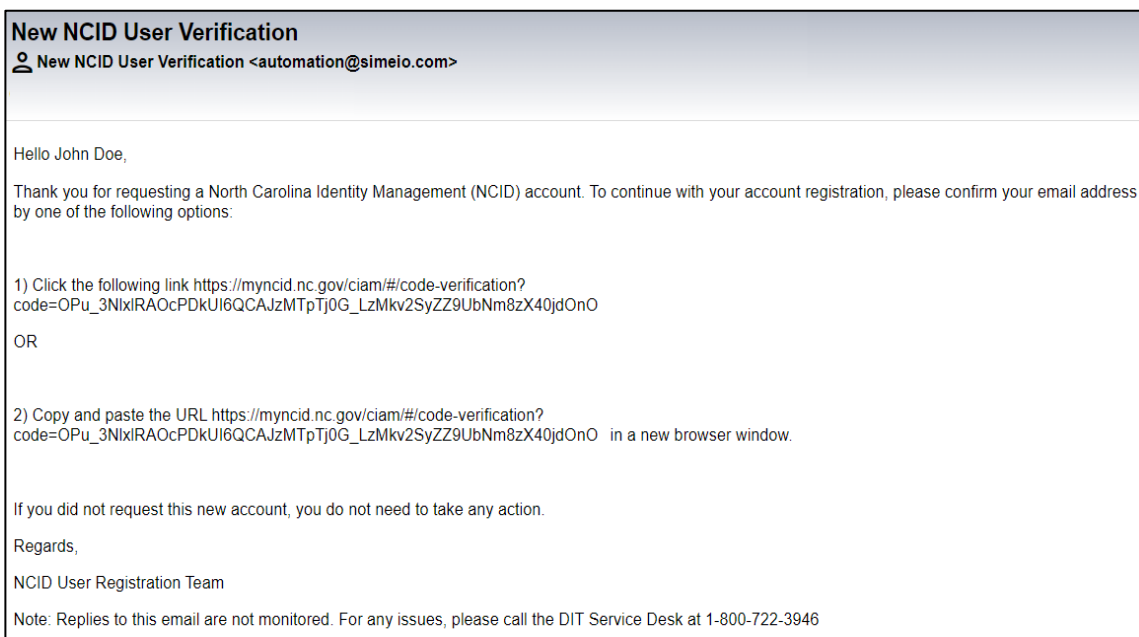
		and managing an NCID account.
Confirm Email	Yes	Re-enter the email address to confirm it matches the value entered in the 'Email Address' field.
Mobile Number	No	Enter your 10-digit mobile telephone number. This will be used to send text messages/One Time Password (OTP) to your phone if needed.
Password	Yes	<p>Enter a password. When you click on the "New Password" field, a password validation section is activated to ensure that the password you enter conforms to the State's password policy. As you type the password, the validation radio button will turn green to indicate that each policy requirement has been met.</p> <p><b>Important!</b> Passwords are case-sensitive.</p> <p>Must not include a common word or commonly used sequence of characters such as "password", "ABC", "AAA", "123".</p> <p><b>Password Validation</b></p> <ol style="list-style-type: none"> <li>1. Must be at least 8 characters long up to maximum of 64.</li> <li>2. Must not include your First name, Last name, or username.</li> <li>3. Must have at least 3 of the 4-character types below: <ul style="list-style-type: none"> <li>• Uppercase (A-Z)</li> <li>• Lowercase (a-z)</li> <li>• Number (0-9)</li> <li>• Special character like #,\$,@,%,&amp; etc.</li> </ul> </li> </ol>
Confirm Password	Yes	Re-enter your password again.

7. Click "Save" button on the bottom right of the page.
8. A confirm user Registration pop-up screen will appear with all the details entered by you. Review the details carefully and click on "Confirm" button on the bottom right of the page.
9. The following message confirms that the account was successfully created and informs you that an email has been sent to the email address you provided during registration. You will need to follow the instructions in the email to enable the account.



*Account Successfully Created Message*

10. The following figure provides an example of the email. The message informs you that an account request was created, and it is associated to the email address you provided during registration. It indicates that the account was requested by you, and shows your user ID. You will need to click on the URL to validate the account in NCID. The account will be deleted if you do not validate it within 3 days.



*Account Creation Email Notification*

11. Upon clicking on the URL, another message is displayed and states that your account has been created.

**Email Validation is successful and account activation is complete**



*Email validation and account activation Notification*

12. The page will automatically take you to your NCID login page where you need to enter your credentials to login.

## 2.5 Managing your Account

You can manage your own account by using the self-help tools that are available on the “Identity Self-Service” tab and the “NCID Login” screen. These tools enable you to perform the following tasks without seeking assistance from the Service Desk:

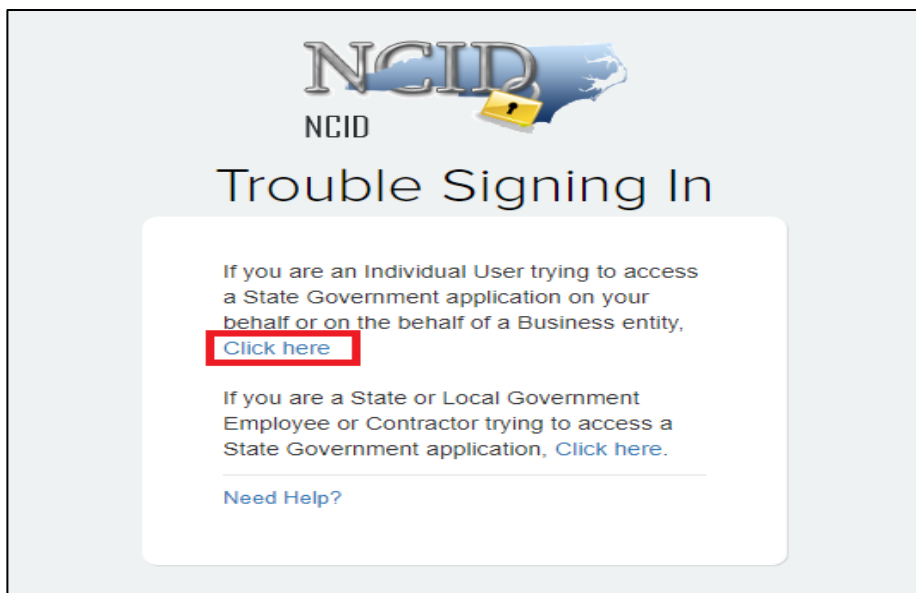
- Retrieve your forgotten user ID
- Update portions of your account information, such as phone number
- Reset your password
- Manage your challenge questions and responses
- Archive your account (available to individual and business account holders only)

### 2.5.1 Using “Forgot Your User ID”

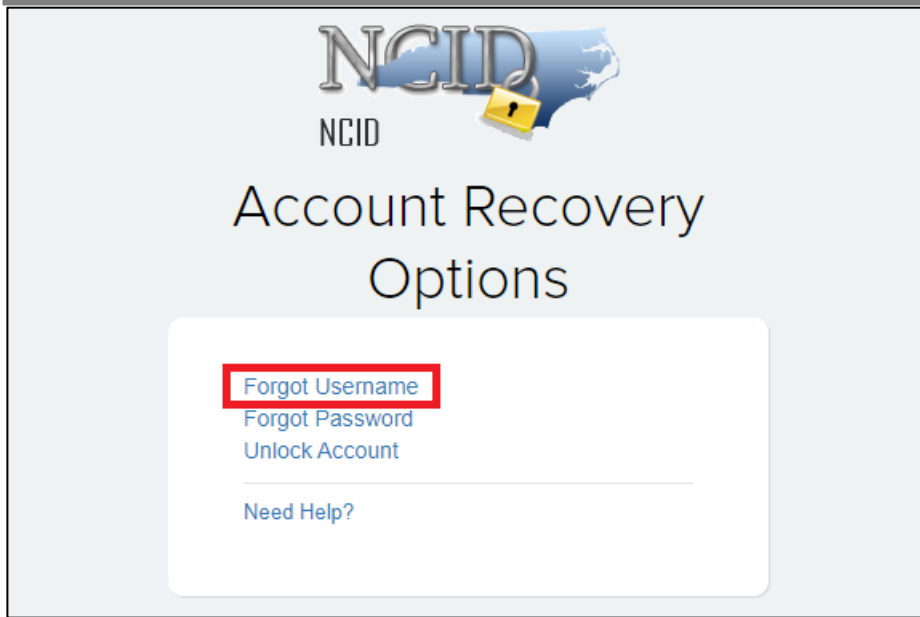
You may retrieve your user ID if you have forgotten it by clicking on the “Trouble Signing On” link featured on the “NCID Login” screen.



You will be taken to the below shown page, click on the link highlighted for individual user -



On the next screen, click on "Forgot Username" as highlighted in the below screenshot -



NCID

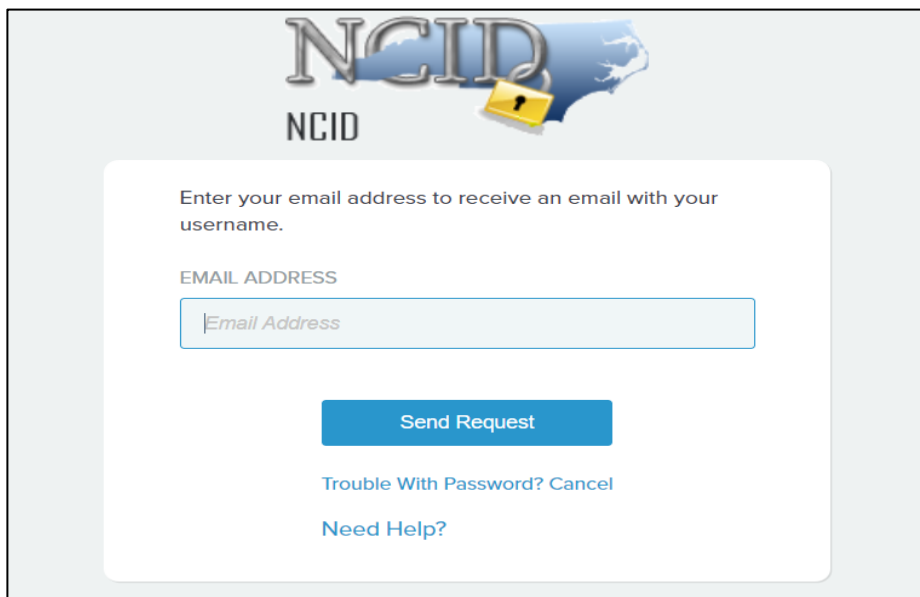
## Account Recovery Options

[Forgot Username](#)  
[Forgot Password](#)  
[Unlock Account](#)

---

[Need Help?](#)

To use this feature, you will need to provide some basic information like your registered email address. After entering the email address click on “Send Request” button.



NCID

Enter your email address to receive an email with your username.

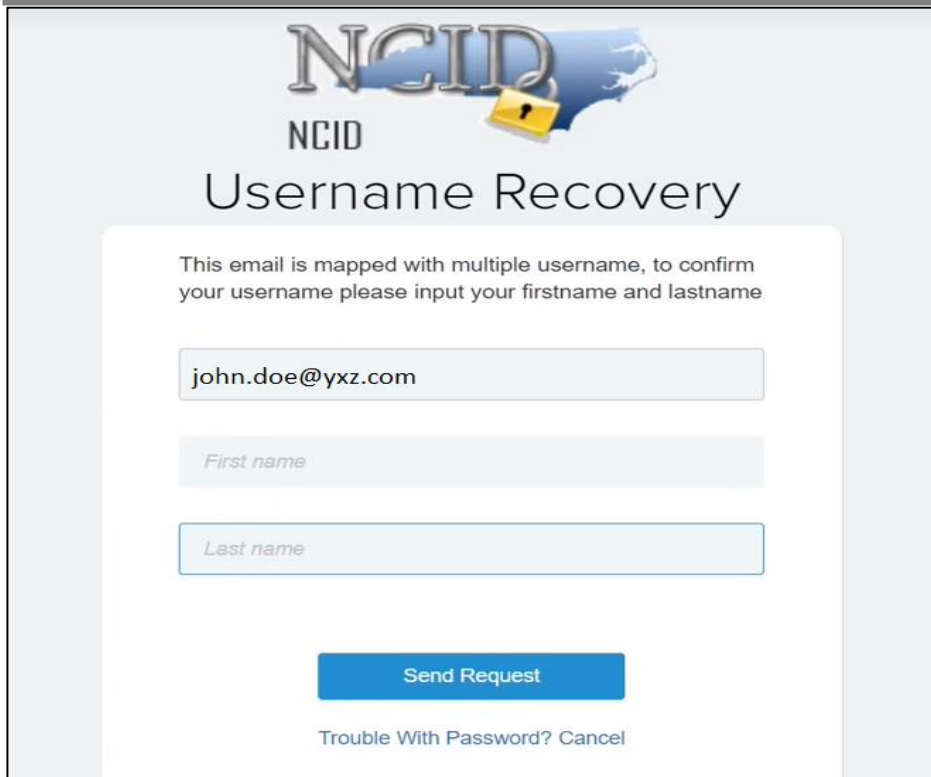
EMAIL ADDRESS

[Send Request](#)

[Trouble With Password? Cancel](#)

[Need Help?](#)

If there are more than one account in the system with the same email ID, you need to additionally provide the first name and last name to retrieve your user ID



**NCID**

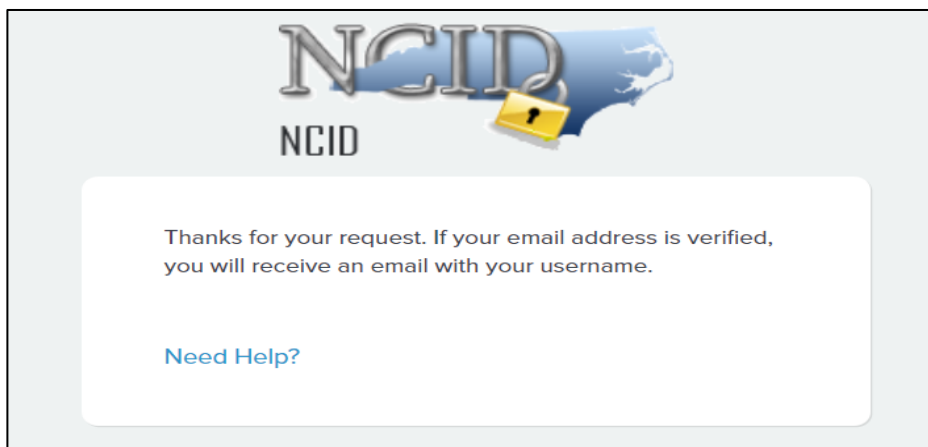
## Username Recovery

This email is mapped with multiple username, to confirm your username please input your firstname and lastname

[Send Request](#)

[Trouble With Password?](#) [Cancel](#)

Once you enter the registered email address, First Name & Last name, click on “Send Request” you will get the below message -




**NCID**

Thanks for your request. If your email address is verified, you will receive an email with your username.

[Need Help?](#)

You will receive an email in your inbox with subject “NCID Username Recovery Notification” which will contain your username.

## NCID Username Recovery Notification

 <automation@simeio.com>

Hello John Doe,

This is an automated message sent by the NCID Self-Service system. Please do not reply to this message. We received a request to recover the username for your account. Your username is: dummy\_user

If you did not request this, please call the DIT Service Desk at 1-800-722-3946 to report the incident.

Thank you.

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## 2.5.2 Using “Forgot Your Password”

You may retrieve your password if you have forgotten it by clicking on the “Trouble Signing On” link featured on the “NCID Login” screen.

**Important!** You must use your password at least for 3 days before it can be changed. You can contact your administrator or the Service Desk for immediate assistance.

To use the “Forgot Your Password” feature:

1. On the “NCID Login” screen, click on the “Trouble Signing On” link.



NCID

NCID

USERNAME

Next

[Trouble Signing On?](#)

Don't have an account? [Register Now](#)

[Need Help?](#)

- You will be taken to the below shown page, click on the link highlighted for individual user



NCID

NCID

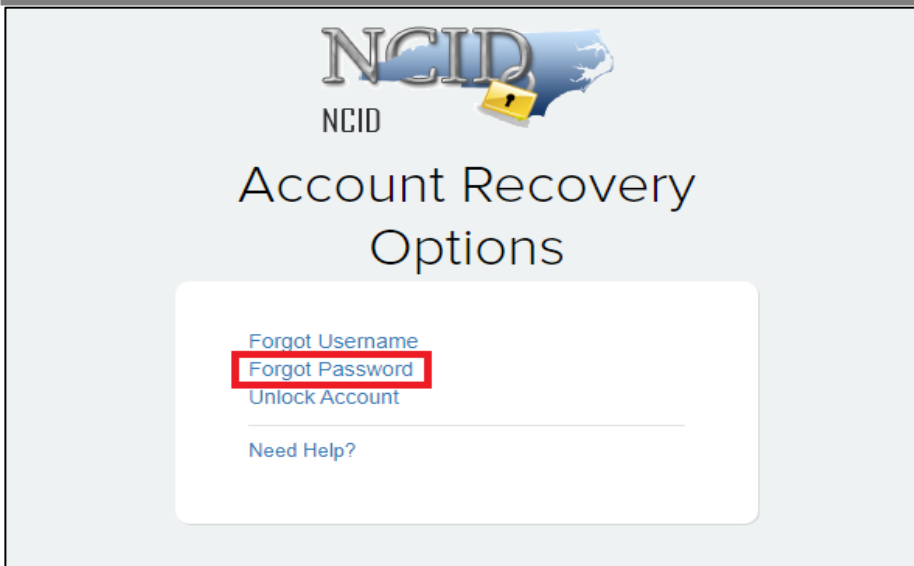
## Trouble Signing In

If you are an Individual User trying to access a State Government application on your behalf or on the behalf of a Business entity, [Click here](#)

If you are a State or Local Government Employee or Contractor trying to access a State Government application, [Click here](#).

[Need Help?](#)

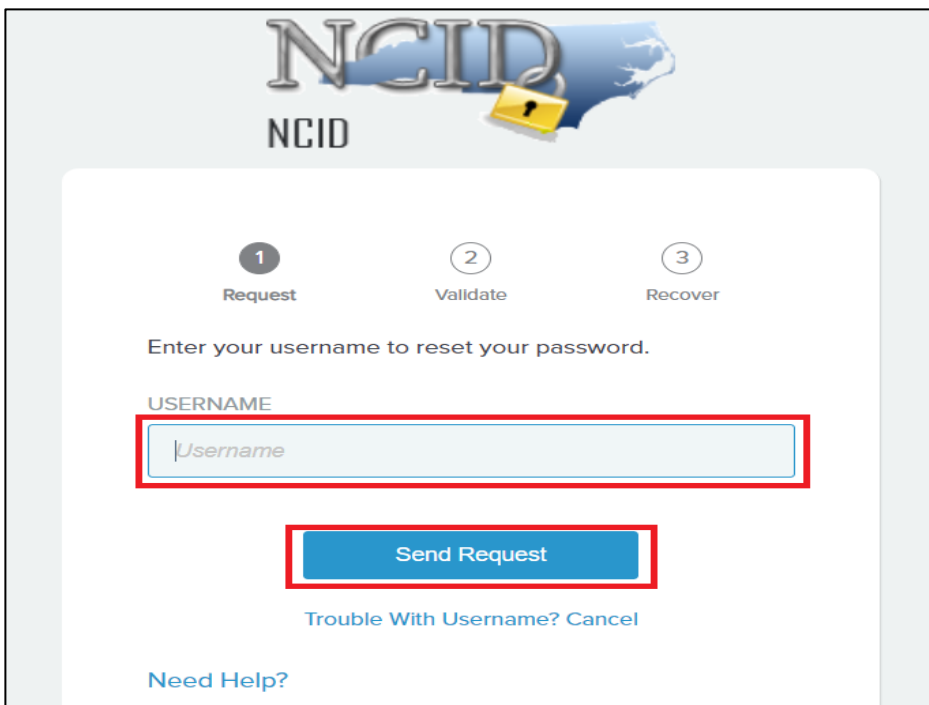
- On the next screen, click on "Forgot Password" as highlighted in the below screenshot -



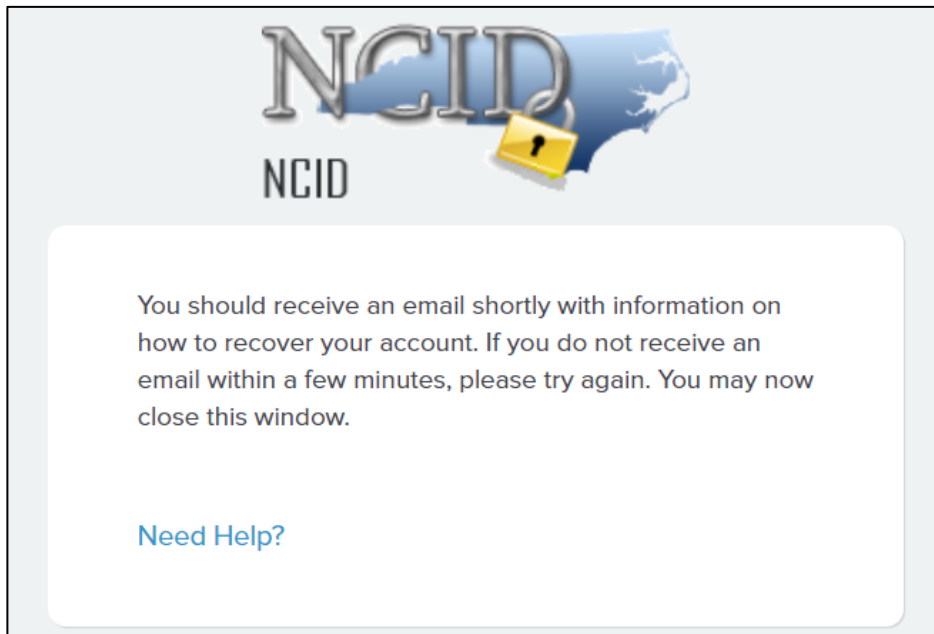
*Forgot Password Screen*

**Note:** NCID passwords are case-sensitive and must be entered exactly as they were originally entered.

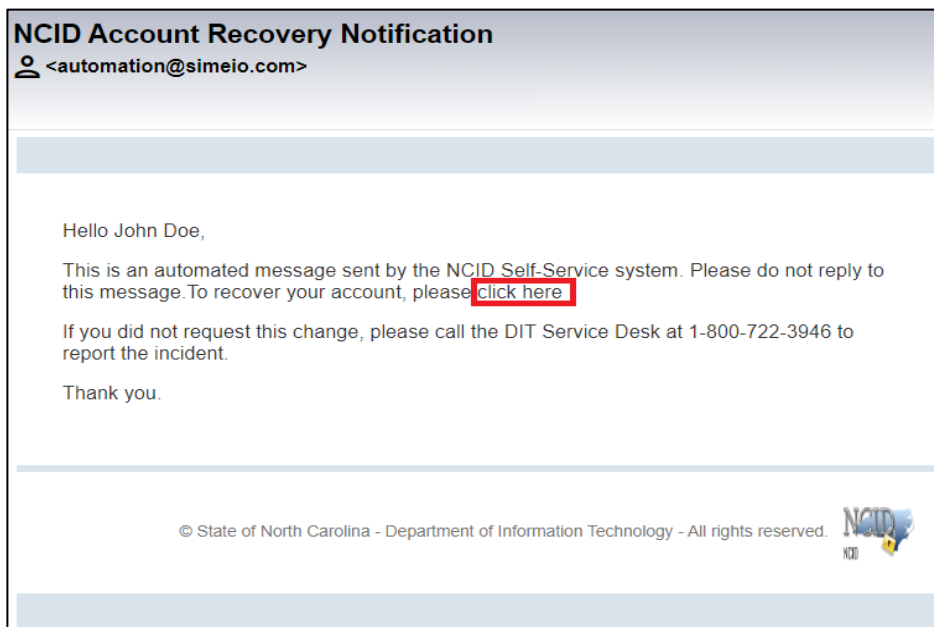
4. The “Forgotten Password” screen is displayed. Enter your username in the “Username” field and click on “**Send Request**” button.



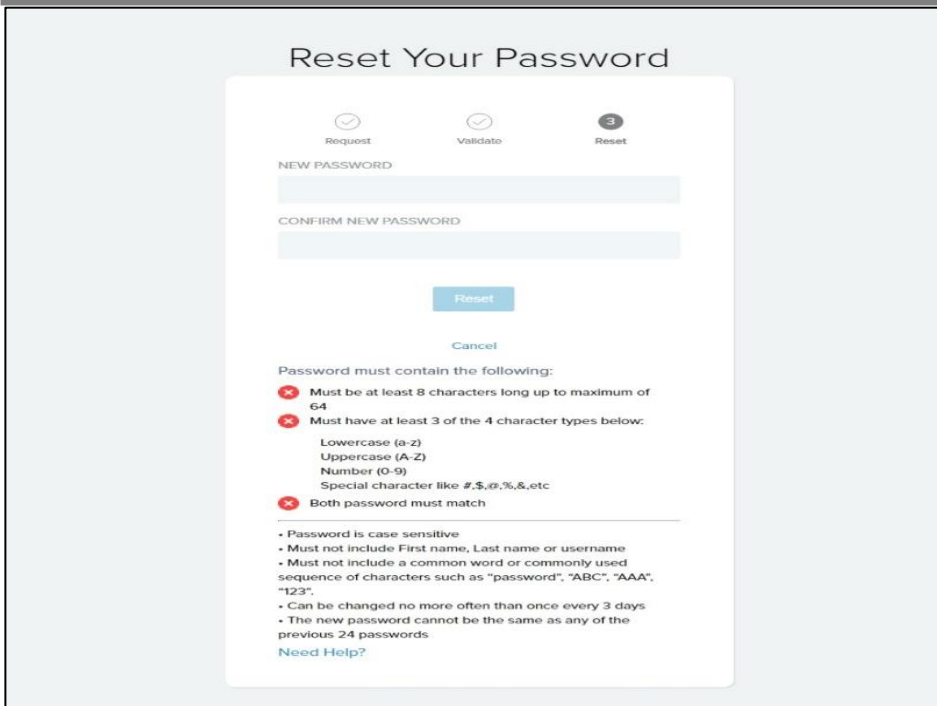
5. You will get the below message and an email with a link to reset your password will be sent to your registered email address.



6. You will receive an email with subject - "NCID Account Recovery Notification" as shown below. The link in the email is valid only for 10 mins.



7. Enter new password and confirm new password. Confirm new password should be the same as new password.



### Reset Your Password

Request
Validate
**Reset**

NEW PASSWORD

CONFIRM NEW PASSWORD

[Reset](#)

[Cancel](#)

Password must contain the following:

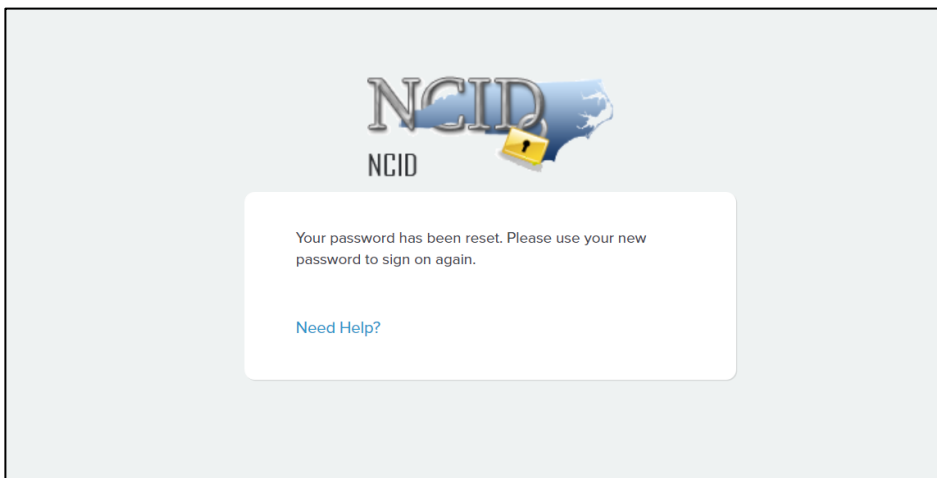
- ✖ Must be at least 8 characters long up to maximum of 64
- ✖ Must have at least 3 of the 4 character types below:
  - Lowercase (a-z)
  - Uppercase (A-Z)
  - Number (0-9)
  - Special character like #, \$, @, %, &, etc
- ✖ Both passwords must match

- Password is case sensitive
- Must not include First name, Last name or username
- Must not include a common word or commonly used sequence of characters such as "password", "ABC", "AAA", "123"
- Can be changed no more often than once every 3 days
- The new password cannot be the same as any of the previous 24 passwords

[Need Help?](#)

### *Enter and Confirm New Password*

8. Retype the password in the "Confirm Password" field.
9. Once your new password meets all password policy criteria, it will be set as your new password, and you will get the below message.



### *"Password Changed"*

**Note:** You will also receive an email message to notify you that your password has been successfully changed (As shown in the below screenshot).

## NCID Password Change Notification

<automation@simeio.com>

Hello John Doe,

This is an automated message sent by the NCID Password Self-Service system. Please do not reply to this message. This message is being sent to inform you that your password was changed using the Forgotten Password Self-Service system.

If you did not make this change, please call the DIT Service Desk at 1-800-722-3946 to report the incident.

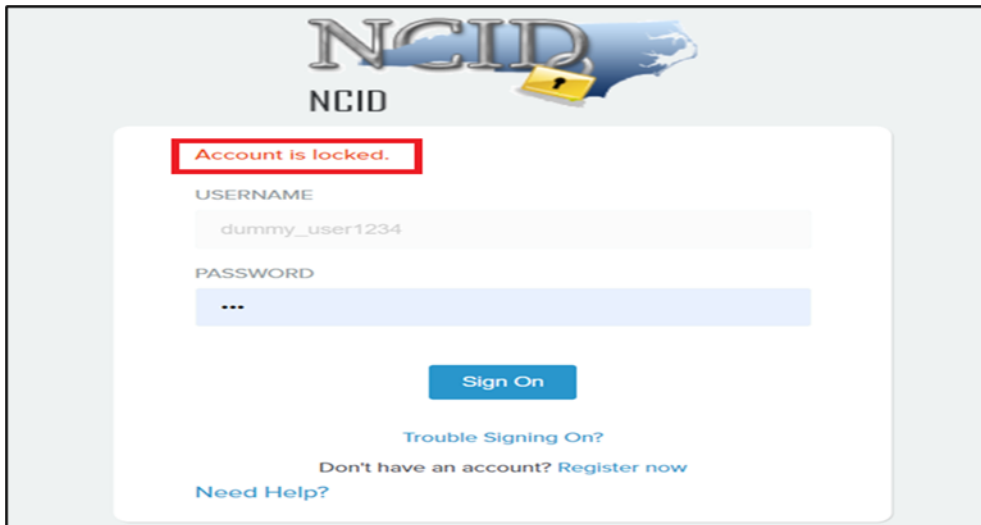
Thank you.

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### 2.5.3 Using “Unlock Account”

Your account will be locked-out if you enter incorrect password three times within two hours window. Below is the screen indicating that the account is currently locked-out.



The screenshot shows the NCID login interface. At the top is the NCID logo. Below it, a red-bordered box contains the message "Account is locked." The login form includes fields for "USERNAME" (containing "dummy\_user1234") and "PASSWORD" (containing three asterisks). Below the password field is a blue "Sign On" button. At the bottom of the form are three links: "Trouble Signing On?", "Don't have an account? Register now", and "Need Help?"

#### Types of unlock -

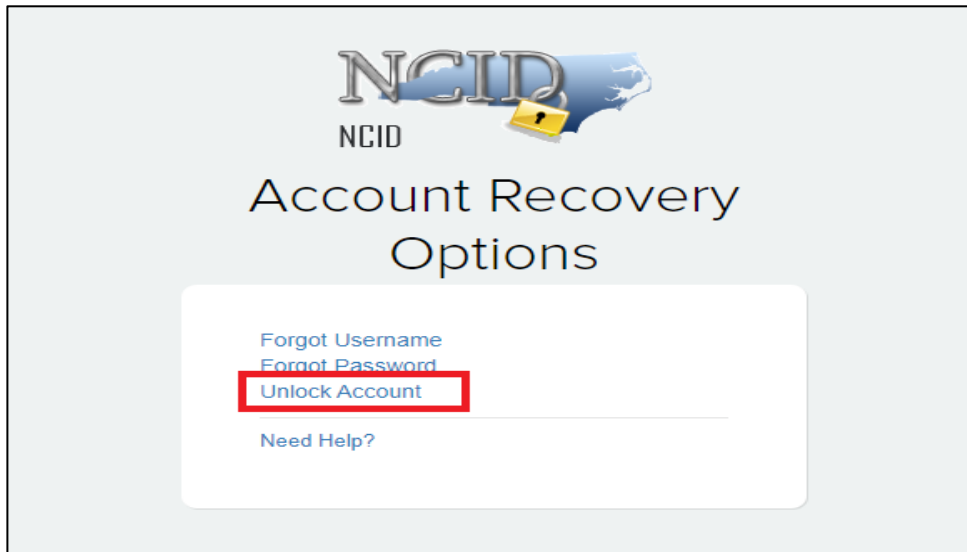
You can unlock your account using one of the three options provided below -

##### 1. Automatic unlock after 2 hours

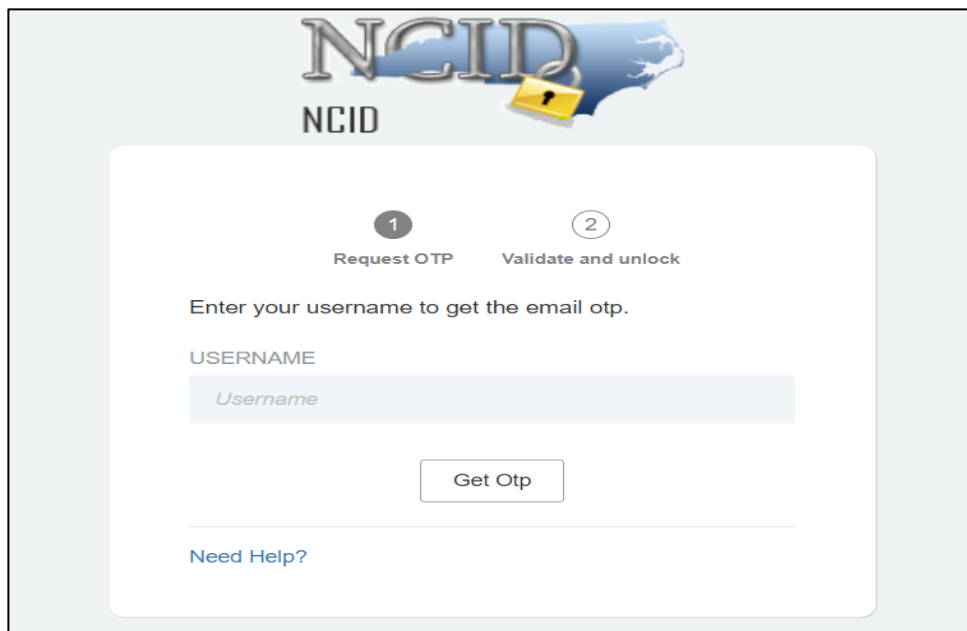
If you lock-out your account due to any reason. The system is configured to automatically unlock an user account after two hours of time.

## 2. Using OTP to registered email address

- a. If you need to login and cannot wait for two hours, then you can click on “Trouble Signing On” on the login page. You will be taken to the below screen -



- b. On the next screen you need to enter your NCID “Username”. After entering your username, click on “Get OTP” button.



- c. You will be taken to the below screen -

## Check Your Email

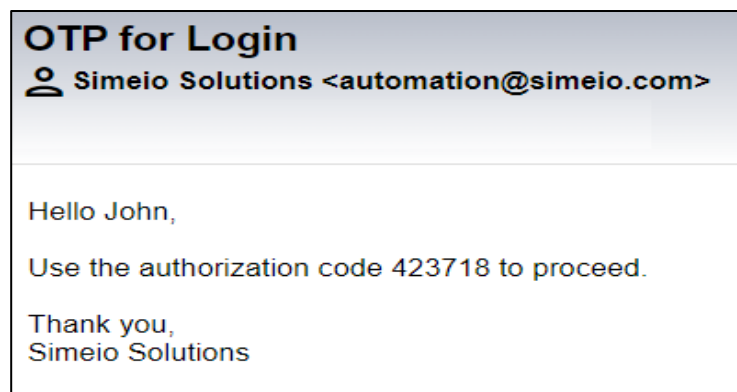
1  
 Request OTP

2  
 Validate and unlock

ONE TIME PASSWORD:

Validate and Unlock

d. You will receive an email with subject - “OTP for Login” as shown below -



- e. Once you have this email, you can use the OTP provided in the email to unlock your account. Enter the OTP and click on “Validate and Unlock” button.
- f. Below is the success notification message you will see on the screen -

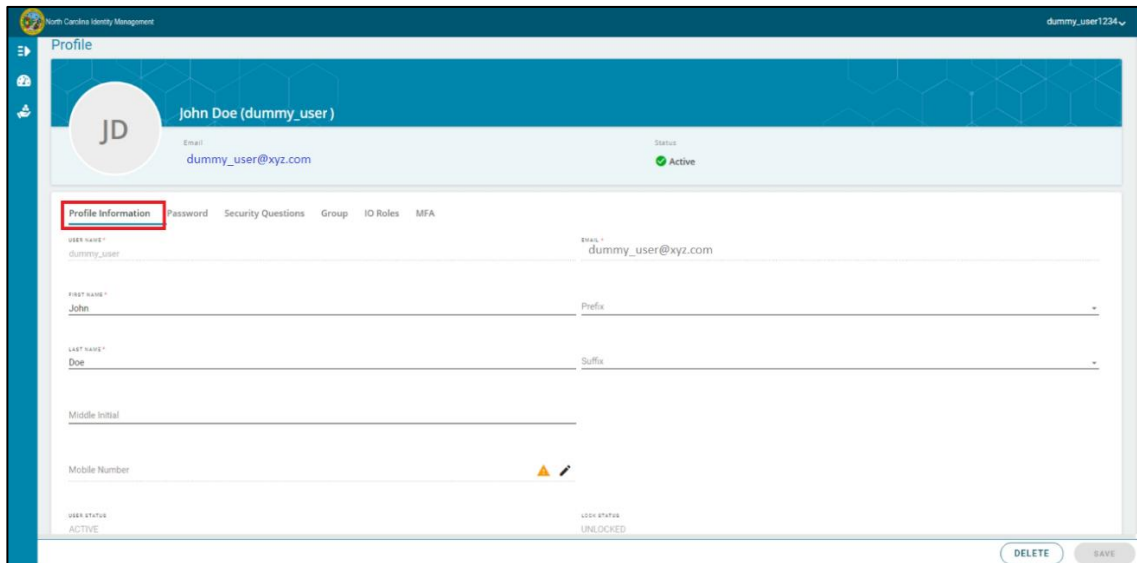


3. You can also reach out to Helpdesk team on the following number : 1-800-722-3946

## 2.5.4 Viewing and Updating Your User Account Information

To view/update your account information:

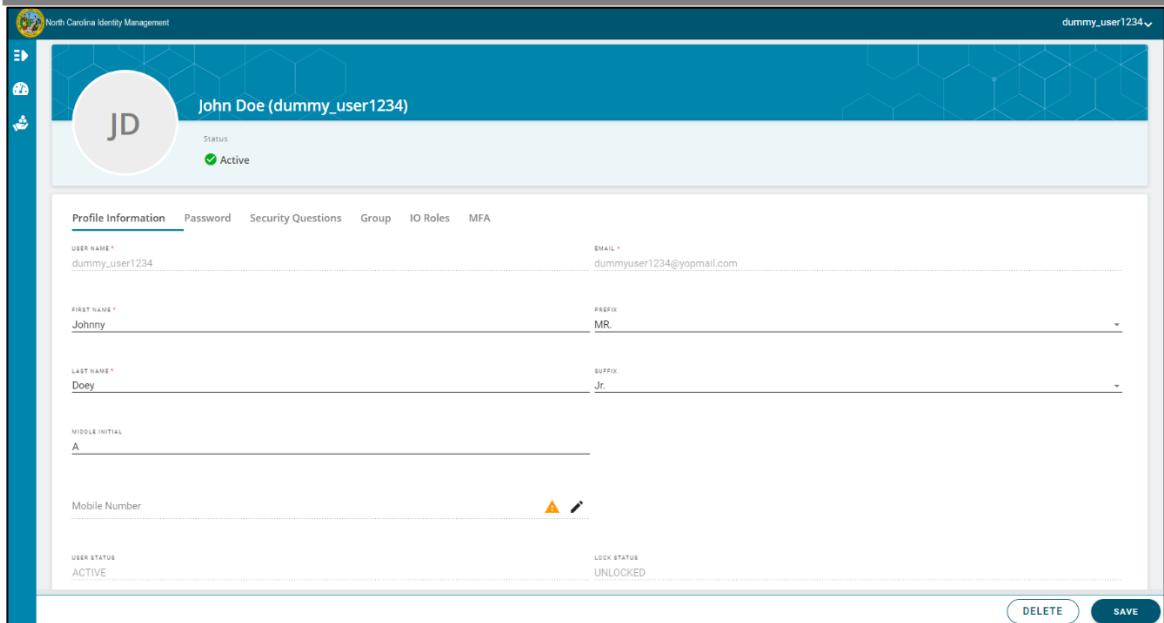
1. Login to the NCID service using the “myncid.nc.gov” address. On the Main page click on “Profile Information” tab.



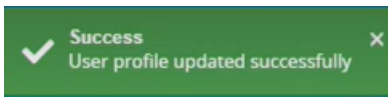
The screenshot shows the 'Profile' page of the North Carolina Identity Management system. The user is logged in as 'dummy\_user1234'. The page displays the user's profile information, including a profile picture (JD), name (John Doe), email (dummy\_user@xyz.com), and status (Active). The 'Profile Information' tab is selected and highlighted with a red box. Below the profile information, there are tabs for Password, Security Questions, Group, ID Roles, and MFA. The 'Profile Information' tab contains fields for User Name, First Name, Last Name, Middle Initial, Prefix, Suffix, and Mobile Number. The 'User Status' is shown as 'ACTIVE' and 'UNLOCKED'. At the bottom right, there are 'DELETE' and 'SAVE' buttons.

Profile Screen

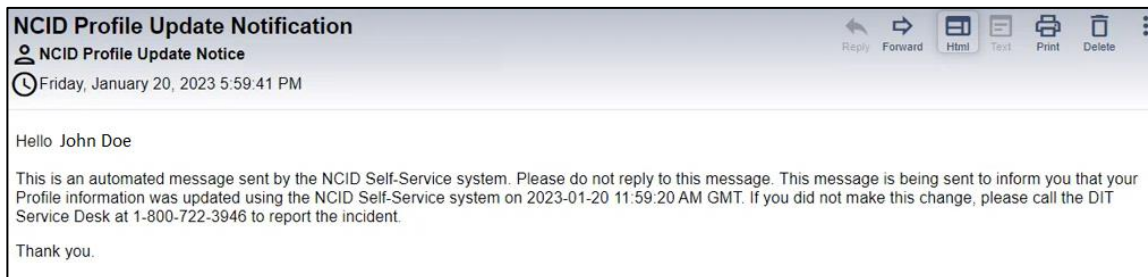
Under “Profile Information” tab, you can edit/update your First Name, Last Name, Middle Initial, Prefix, Suffix, etc. Post updating the necessary fields, you can see the “Save” button on the right bottom of the screen is enabled for saving the changes you have made.



Once it is saved, you will get a flash screen notifying you that the save was successful.




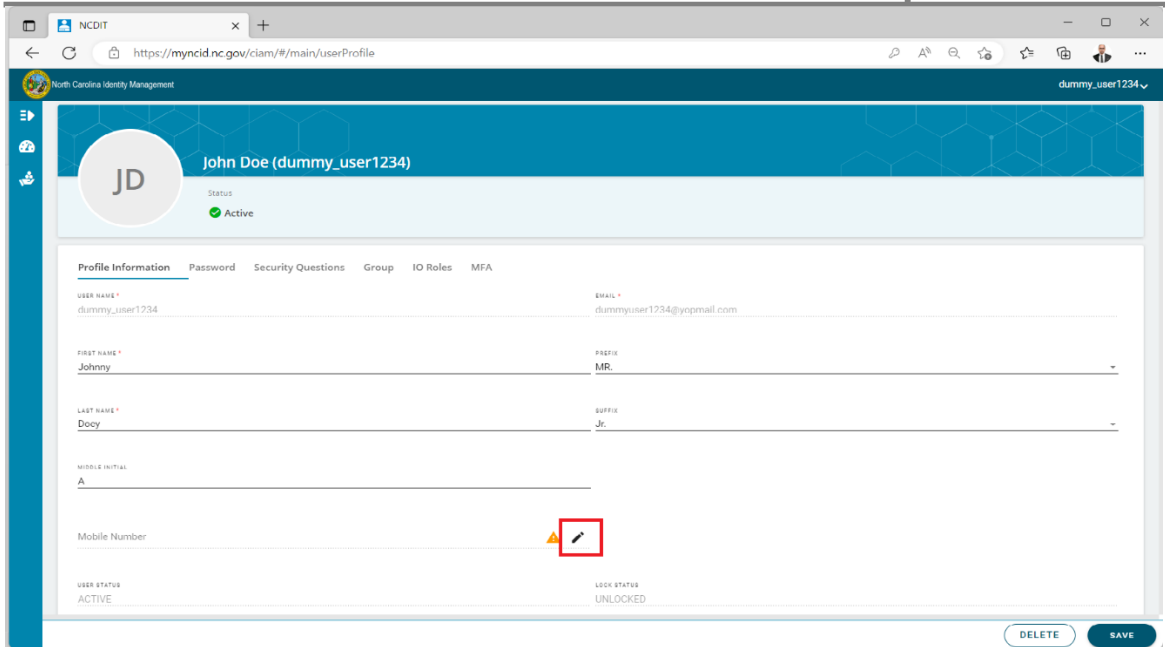
Also, you will be notified via an email that the profile has been updated.



## Profile update notification email

For updating the mobile number, you need to validate your mobile number with an OTP sent to your number.

Click on the pencil  icon at the end of Mobile Number field.



North Carolina Identity Management

John Doe (dummy\_user1234)

Status: Active

Profile Information | Password | Security Questions | Group | IO Roles | MFA

USER NAME \* dummy\_user1234 EMAIL \* dummyuser1234@yepmail.com

FIRST NAME \* Johnny PREFIX MR.

LAST NAME \* Dooey SUFFIX Jr.

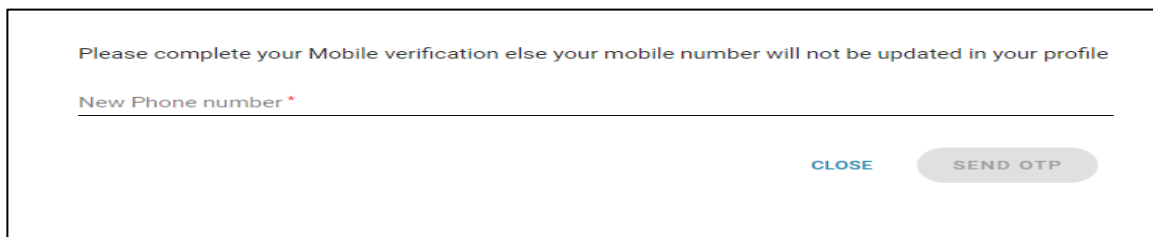
MIDDLE INITIAL A

Mobile Number

USER STATUS ACTIVE LOCK STATUS UNLOCKED

DELETE SAVE

You will see a pop-up screen requesting you to enter a valid mobile number -

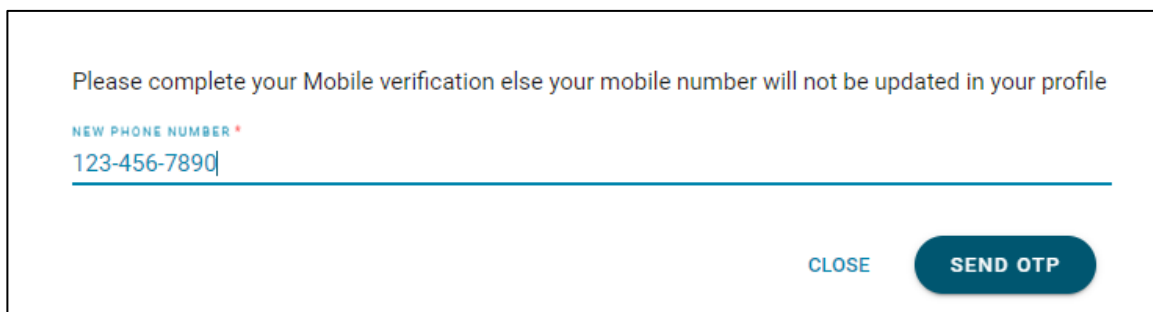


Please complete your Mobile verification else your mobile number will not be updated in your profile

New Phone number \*

CLOSE SEND OTP

Once you enter a valid mobile number, “Send OTP” button will be enabled.



Please complete your Mobile verification else your mobile number will not be updated in your profile

NEW PHONE NUMBER \*

123-456-7890

CLOSE SEND OTP

**Note:** We have given 123-456-7890 only for reference purpose.

After entering the correct mobile number, click on “Send OTP” button.

You will get a new pop-up screen requesting OTP, sent to your mobile number.

Please enter the OTP which is sent to mobile number

One-Time-Password has been sent to - 123-456-7890


OTP \*

CLOSE
VERIFY

You will receive a six-digit OTP in the below format -

Your one-time NCID passcode is **730906**.

**Note:** The above OTP is only for reference purpose. Please use the OTP which will be sent to your mobile.

Once you have updated the mobile number and verified, you will be able to see a green tick (  ) indicating it has been verified successfully.

Mobile Number  
123-456-7890




Verified

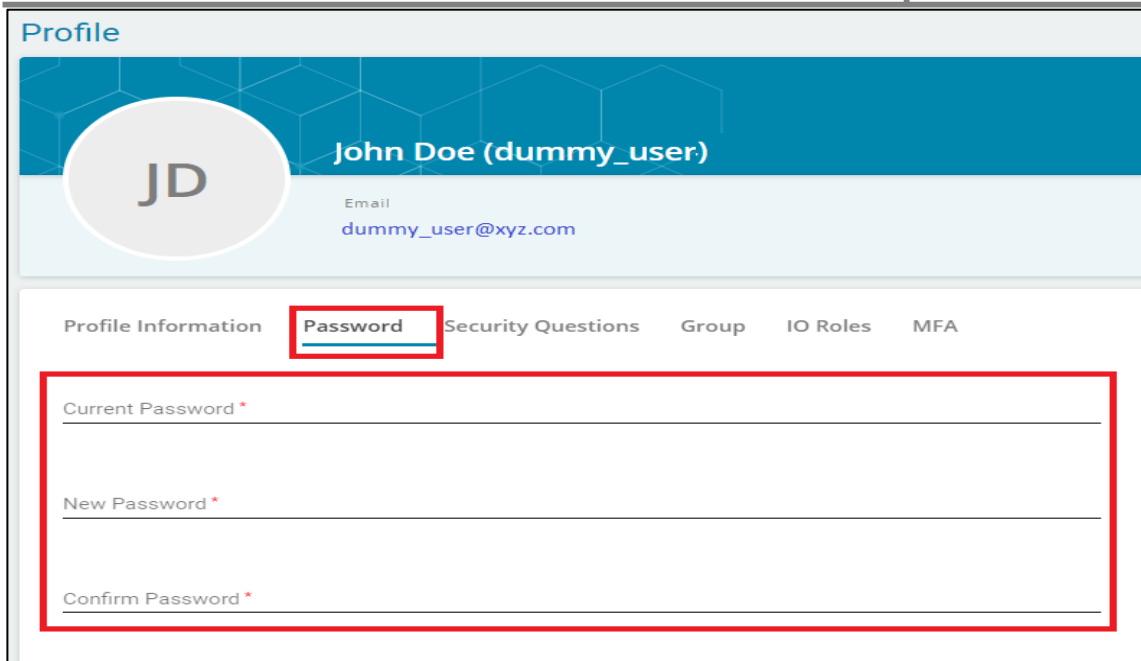
## 2.5.5 Changing Your Password

Login to the NCID service using the “myncid.nc.gov” address. On the Main page click on “Change Password” tab.

**Important!** You will not be permitted to change your password if you have recently changed it. Currently, you can reset your password after 3 days.

If you wish to change your password after 3 days, you can do so by clicking on the “password” tab on the profile page. Type in your current password and enter your desired password on the next two fields that says - New Password and Confirm password.

Click on Save button to save your changes.



**Profile**

**JD** John Doe (dummy\_user)

Email: dummy\_user@xyz.com

Profile Information **Password** Security Questions Group IO Roles MFA

Current Password \*

New Password \*

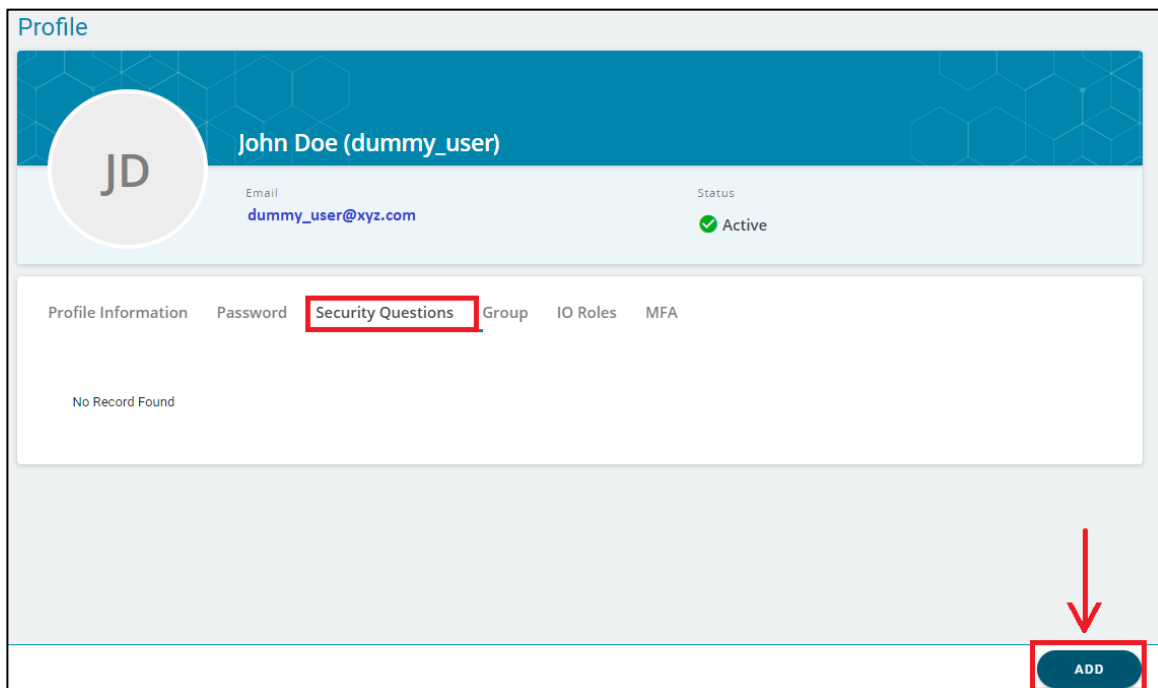
Confirm Password \*

Note: Password should meet all the password criteria.

## 2.5.6 Managing Your Challenge Questions and Responses

Login to the NCID service using the “myncid.nc.gov” address. On the Main page click on “Security Questions” tab.

You can choose to set security questions. A minimum of 5 questions must be selected and answered. Click on Add button to see the list of questions.



**Profile**

**JD** John Doe (dummy\_user)

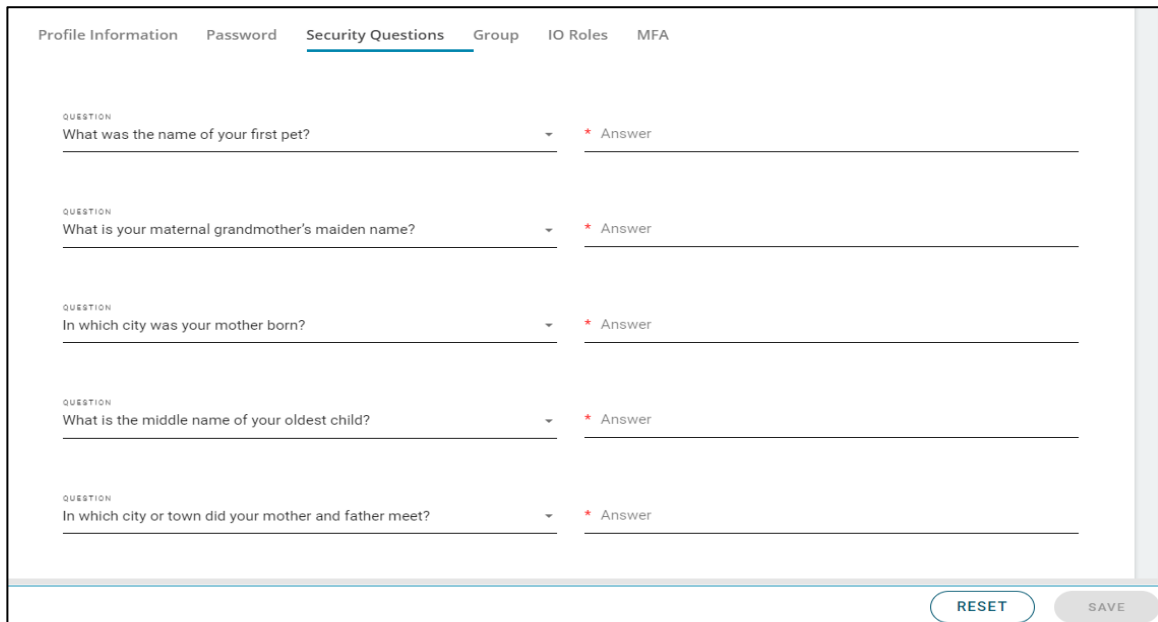
Email: dummy\_user@xyz.com Status: Active

Profile Information Password **Security Questions** Group IO Roles MFA

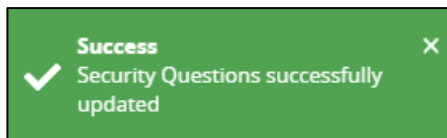
No Record Found

**ADD**

You can see multiple questions to choose from. For each drop down you must select anyone of the question you like and provide your preferred answer to it. Once you enter your preferred answer for each row, the save button at the right bottom of the screen will be enabled.



You will see a success message below confirming that your selected questions and answers to each of them are saved successfully.




## 2.5.7 Requesting Application access.

Login to the NCID service using the “myncid.nc.gov” address. On the Main page click on “Group” tab.

For requesting access to any application that is available for Open subscription, you need to click on “Group” tab. Once you click on “Add Group” button on the right bottom of the screen, you will get a pop-up window with all the applications that can be requested without any additional approval.

Profile



John Doe (dummy\_user1234)

Email  
dummyuser1234@yopmail.com

Status  
Active

Profile Information Password Security Questions **Group** IO Roles MFA

Group Name	Description
No Groups Found	

ADD GROUP

Once you check the required group name, save button will be enabled.

Assign Group

Group Name	Description
<input type="checkbox"/> DHHS-USP-Users	
<input type="checkbox"/> Test group for QA2	
<input type="checkbox"/> QAADDGROUPDN	QAADDGROUPDES
<input type="checkbox"/> QAADDANOTHERDNAME	QAADDANOTHERDESC
<input type="checkbox"/> TestRegression	khkjljk

Items per page: 5 Showing 1 - 5 of 8 records < >

SAVE CANCEL

Assign Group

Group Name	Description
<input checked="" type="checkbox"/> DHHS-USP-Users	
<input type="checkbox"/> Test group for QA2	
<input type="checkbox"/> QAADDGROUPDN	QAADDGROUPDES
<input type="checkbox"/> QAADDANOTHERDNAME	QAADDANOTHERDESC
<input type="checkbox"/> TestRegression	khkjljk

Items per page: 5 Showing 1 - 5 of 8 records < >

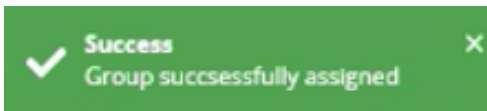
SAVE CANCEL

Once you click save, the selected groups will be added to your profile.

Group Name	Description
DHHS-USP-Users	

Items per page: 5 0 / 0 |< < > >|

Also, you will get a success message as shown below -




## 2.5.8 Removing your account.

Login to the NCID service using the “myncid.nc.gov” address. On the Main page click on the three dots (⋮) at the right top corner of the screen.

North Carolina Identity Management
dummy\_user

Profile



john doe (dummy\_userrr)

Email: dummyuser888@yopmail.com
Status: ACTIVE

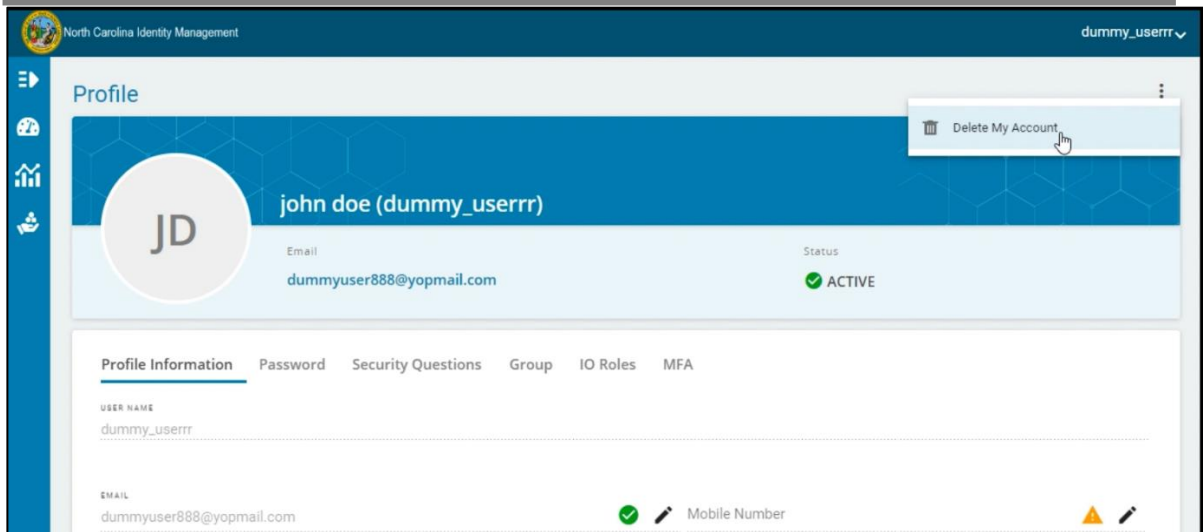
Profile Information Password Security Questions Group IO Roles MFA

USER NAME
dummy\_userrr

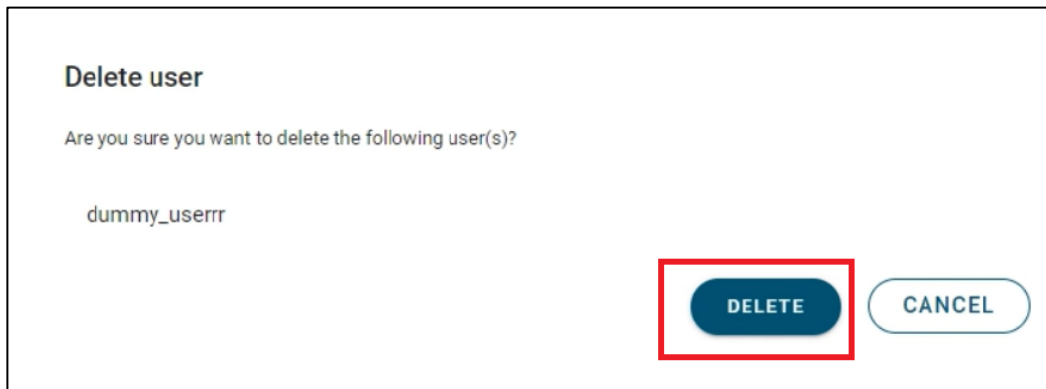
EMAIL
dummyuser888@yopmail.com

Mobile Number

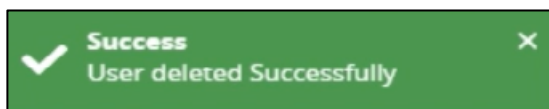
Click on “Delete My Account” option.



On the confirmation screen click on “Delete” button, to confirm the deletion of your account.

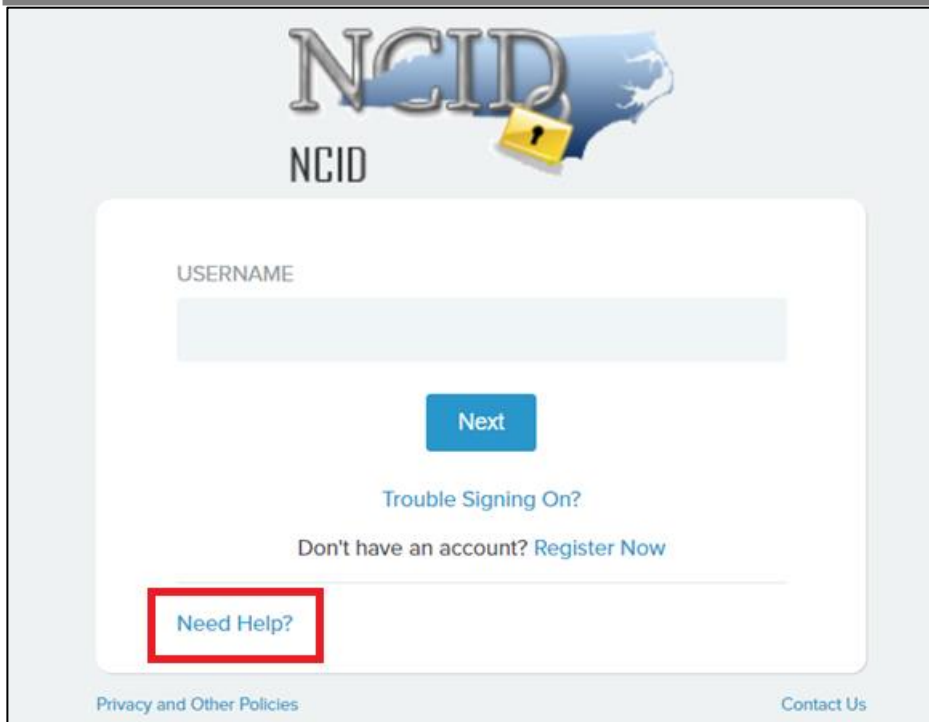


You will see the below “Success” message on the screen and will be logged out of the MyNCID portal.



## 2.6 Getting Help

Click on the [need help?](#) link located on the main screen which provides access to the most current versions of NCID documentation and training material.



The image shows the NCID login interface. At the top is the NCID logo with a map of North Carolina and a padlock icon. Below the logo is a white box containing a 'USERNAME' label and a text input field. A blue 'Next' button is positioned below the input field. Underneath the button are links for 'Trouble Signing On?' and 'Don't have an account? Register Now'. At the bottom left of the white box, a 'Need Help?' link is highlighted with a red rectangular border. At the bottom of the entire page are links for 'Privacy and Other Policies' and 'Contact Us'.

### 3. Procedure for State and Local Government employees:

#### 3.1 Accessing and Logging In

To begin using the NCID service, you will need to open a Web browser and log in using your NCID user ID and password. Recommended browsers for NCID are: Internet Explorer 10 or higher.

**Note:** You must have an account to log in to NCID. If you are a state/local government employee, you will need to request an account from you delegated administrator. If you are a non-government employee, you can create your own account using the self-registration service on the “Login” screen. Please refer to the [Procuring an Account](#) section on page 14 for more information.

To access and log in to NCID:

1. Open a Web browser and enter the following URL: <https://ncid.nc.gov>.

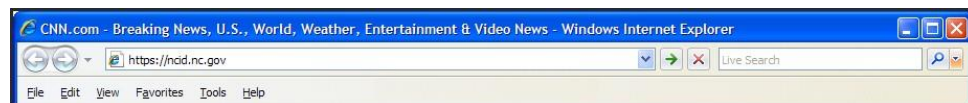


Figure 1-1. Enter URL in the Address Bar

2. The “North Carolina Identity Management (NCID) Login” screen is displayed.
  - **Note:** If you cannot view all of the text or buttons on the Login screen, your web browser’s font setting may be too large. You will need to reduce the font size so all of the text and graphics will fit on the screen. To reduce the size in Internet Explorer, click on the **View** menu, and select the **Text Size** option. Click on the desired size (i.e.:

Medium). If you have a scroll wheel on your mouse, you can hold the ctrl key while turning the wheel toward yourself.

3. In the “User ID” field, type [NCID user ID].
4. In the “Password” field, type [NCID password].

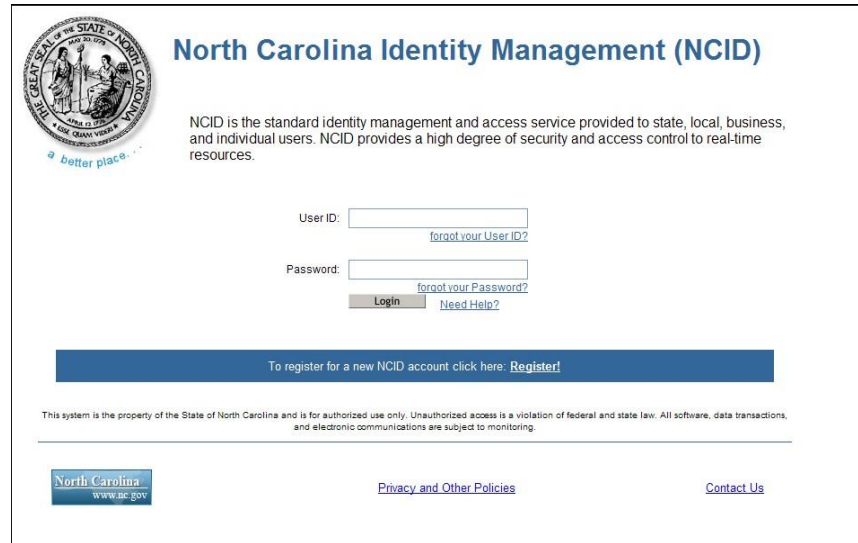


Figure 1-2 North Carolina Identity Management (NCID) Login

5. Click on **Login**.
6. After successfully logging in, the NCID main screen (also referred to as the “NCID Welcome Page”) is displayed. Please refer to the [Getting Familiar with the NCID Interface](#) section on page 11 for an overview of the application’s interface.

**Important!** Upon logging in to NCID, the system might prompt you to do one of the following:

- Reset your password if it is past its expiration date.

Note: State and local government users, whose accounts are created by their delegated administrator (not migrated), will need to reset their password and set up their challenge questions upon logging in for the first time.

- Set up your challenge questions if this is your first time logging in to NCID.

Please refer to the [Changing Your Password](#) section on page 34, or the [Managing Your Challenge Questions & Responses](#) on page 36 for more information.

## 3.2 Login Screen Self-Service Features

The “Login” screen provides self-service tools which enable you to reset your password and to lookup a forgotten user ID without seeking assistance from your administrator or the Service Desk. The following table provides a brief description of these tools.

Self-Service Feature	Description
Forgot Your User ID	This link enables you to retrieve your user ID if you have forgotten it. You will need to provide some basic information (i.e.: first name, last name) to retrieve the user ID. Please refer to the <a href="#">Using Forgot Your User ID</a> section on page 25 for instruction on how to use this feature.
Forgot Your Password/Unlock Account	This link allows you to reset your password. You may reset your password if you have not recently changed it <sup>2</sup> . You will need to successfully answer five (5) of your challenge questions before you can create a new password and log in. Please refer to the <a href="#">Using Forgot Your Password</a> section on page 26 for instruction on how to use this feature.
Need Help	This link allows you to access support resources.
Register	This link allows you to self-register for a NCID account. <sup>3</sup>

## 3.3 Logging Out

You may be automatically logged out of NCID after exceeding the state policy’s inactivity requirement. You can also log out manually.

To log out of NCID:

1. Click on the **Logout** [Logout](#) link located at the top-right section of your screen.

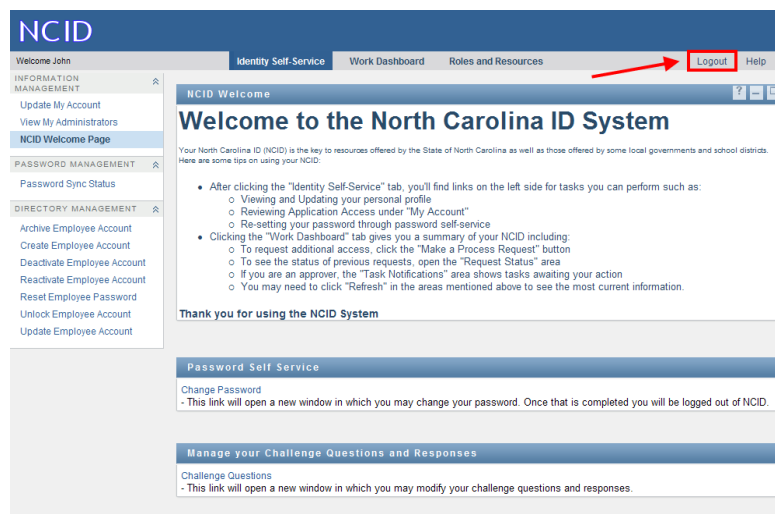
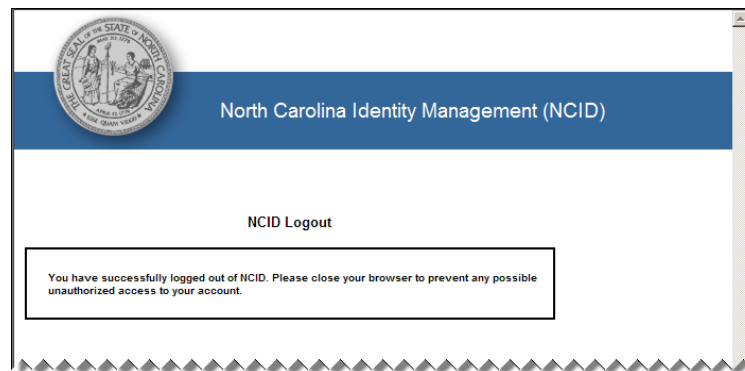


Figure 1-4. Click “Logout”

2. The “NCID Logout” screen is displayed and indicates that you have successfully logged out of NCID.



*Figure 1-5. NCID Logout Confirmation Message*

3. Close your browser window to prevent any possible unauthorized access to your account.

### 3.4 Getting Familiar with the Interface

After logging in to NCID, you will be greeted with the main screen. This screen displays a welcome message and offers some quick tips to help you get started. The following figure illustrates an example of the screen, and highlights its main components.

<sup>2</sup> Currently a password must be used for 3 days before it can be changed by the user.

<sup>3</sup> New user accounts for businesses, individuals and local government employees (who do not have a delegated administrator) are created via the self-registration service. Accounts for state and local government employees are created by the delegated administrator associated to the employee's organization and/or division.

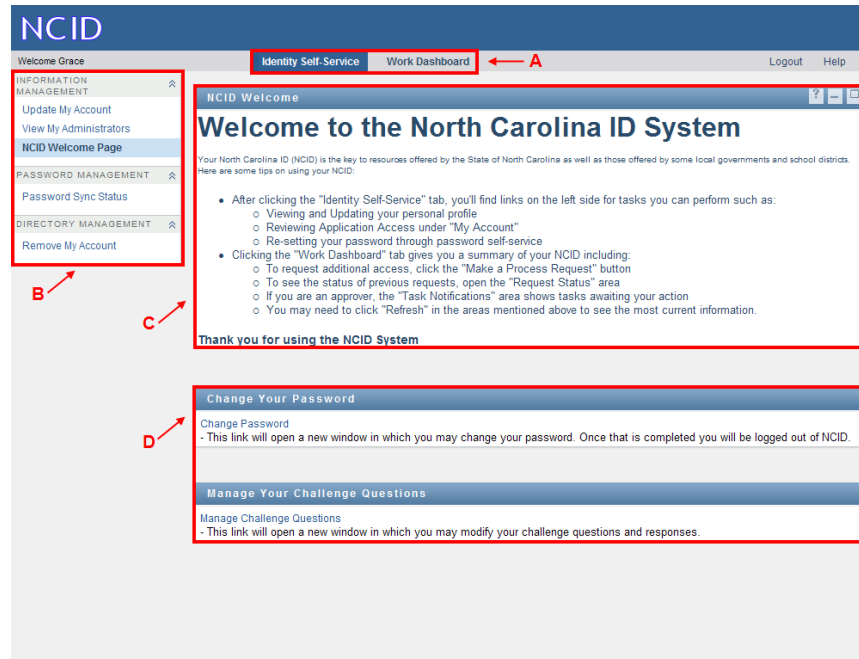



Figure 1-3. NCID Main Screen

The screen is separated into the following sections (screen content and feature availability will vary based on your job responsibility and access permissions):

- A The *tabs* section organizes information and application features. To switch to a different tab, click on the one you want to see.
  - *Identity Self-Service tab* provides self-service tools to allow you to conveniently manage your own account.
  - *Work Dashboard tab* is generally used by administrators for managing user accounts.
- B The *menu* displays a list of actions that you can perform depending upon your access permissions. Actions are listed by category:
  - *Information Management* provides links to help you update your account details, view your administrator(s) contact information and to return you to the main screen.
  - *Password Management* provides a link to check if your password has been synchronized across connected systems.
  - *Directory Management* provides a link to let individual and business account holders archive their account.
- C The right-side of the screen displays the details for the action you selected.
- D This section features self-service tools to help you change (reset) your NCID password and manage your challenge questions and responses.

## 3.5 Getting Help

The **Help**  link, located at the top right corner of the screen, provides access to the most current versions of NCID documentation and training material.

## 3.6 Obtaining an Account

The method for procuring an account is different for a state/local government employee and a business/individual user. Please refer to the appropriate subsection for step-by-step instruction on how you can obtain a NCID account.

### 3.6.1 State and Local Government Employees

If you are a state or local government employee, you will need to contact your delegated administrator to create an account for you.

### 3.6.2 Requesting an Account from Your Delegated Administrator

If you do not know the name of your delegated administrator, you may look up his or her contact information by clicking on the “NCID Administrators” links on the NCID home page:

<https://www.ncid.its.state.nc.us/>.

You may also find your administrator’s contact information by using the “Register” link on the NCID Login screen: <https://ncid.nc.gov>. As you advance through the Self-Registration screens, the system advises you that you cannot self-register for an account, and you will need to contact your delegated administrator to help you create an account in NCID. Click on the **Contact List of DAs** link to view the contact information for your administrator.

### 3.6.3 Setting Up Your New Account

Your delegated administrator will notify you when your account is created, and provide you with your User ID and a temporary password. You will need activate your account by logging in to NCID using these credentials, and then create a password and set up your challenge questions and responses. Note that your account will be removed from the system if you do not claim it (set up) within 14 days of it being created.

To set up your new account:

1. Log in to NCID (<https://ncid.nc.gov>) using the User ID and temporary password given to you by your delegated administrator.
2. A message alerts you that your [temporary] password has expired and you must change it. Click on **Change Password** to continue.

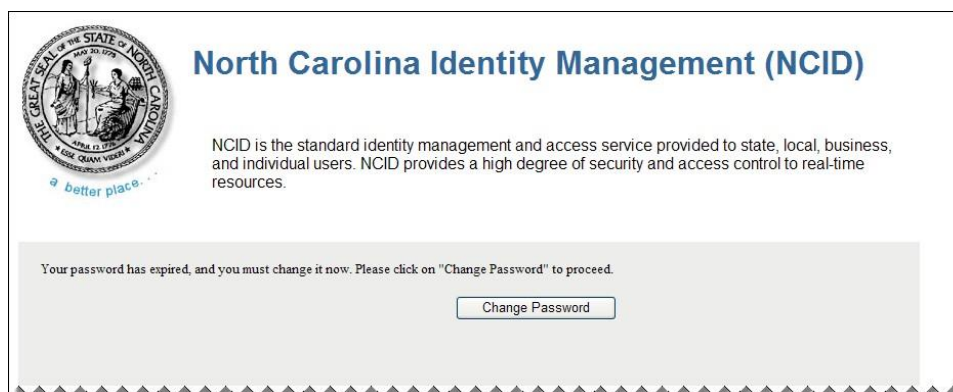


Figure 2-1. Temporary Password Expiration Message

3. The setup security questions and answers screen is displayed, and prompts you to set up five (5) challenge questions. These questions will be asked if you need to reset your password or unlock your account. Select a question from each dropdown menu, and enter an answer in the field next to the question.

#### Important!

- Challenge responses are not case-sensitive; however, the system will match every character (including punctuation) that you specify in your response(s).
- Provide answers that are brief, easy to remember and are things that others won't know about you.
- For security purposes, do not write down your answers.

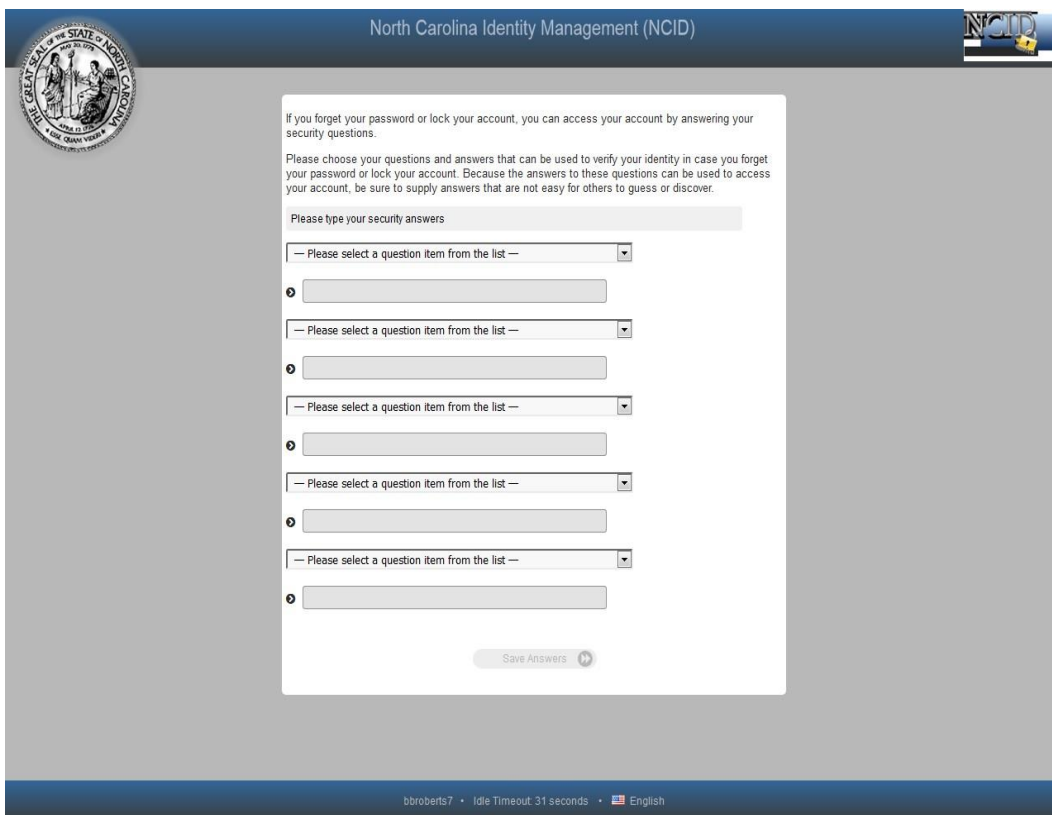


Figure 2-2. Setup Your Challenge Questions

4. Click on **Save Answers** to continue.

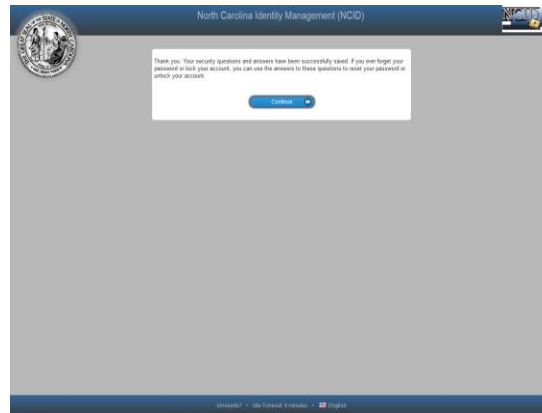


Figure 2-3. Setup Your Challenge Questions Complete

5. The “Change Password” screen is displayed. Enter a password in the “New Password” field, and retype it in the “Confirm Password” field.

- **Note:** The screen indicates whether the password complies with the State’s password policy.

**Important!**

- Passwords are case-sensitive.
- The following characters cannot be used: Forward Slash (/), Backward Slash (\), Double Quotation (“), Single Quotation (’), Reverse Quotation (`) and Plus (+). Additionally, a password cannot contain spaces.

Figure 2-4. Enter New Password

6. Click on Change Password.

7. A message informs you that your password has been successfully updated and asks you to wait a few seconds while your existing password is synchronized across connected systems.

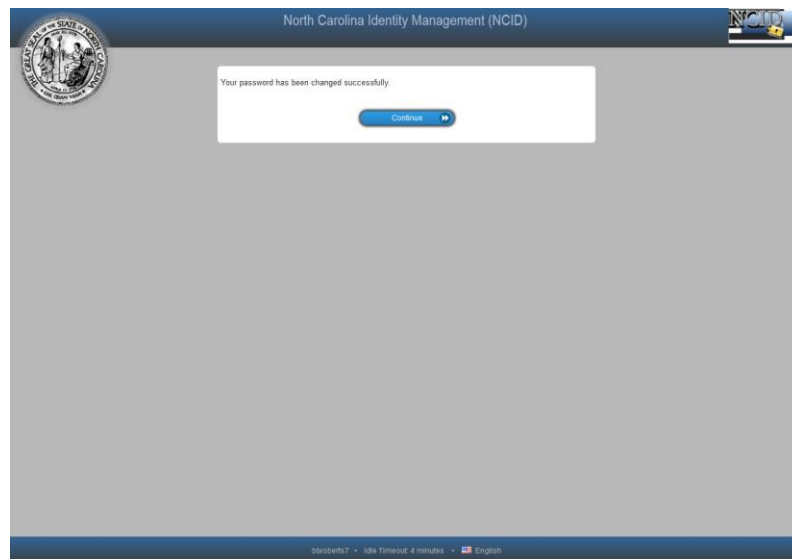


Figure 2-5. Password Synchronization in Progress

8. You will be taken to the NCID logout screen. For security reasons it is recommended that you close this browser window.
  - **Note:** You will receive email notification that your challenge questions/responses have been updated.

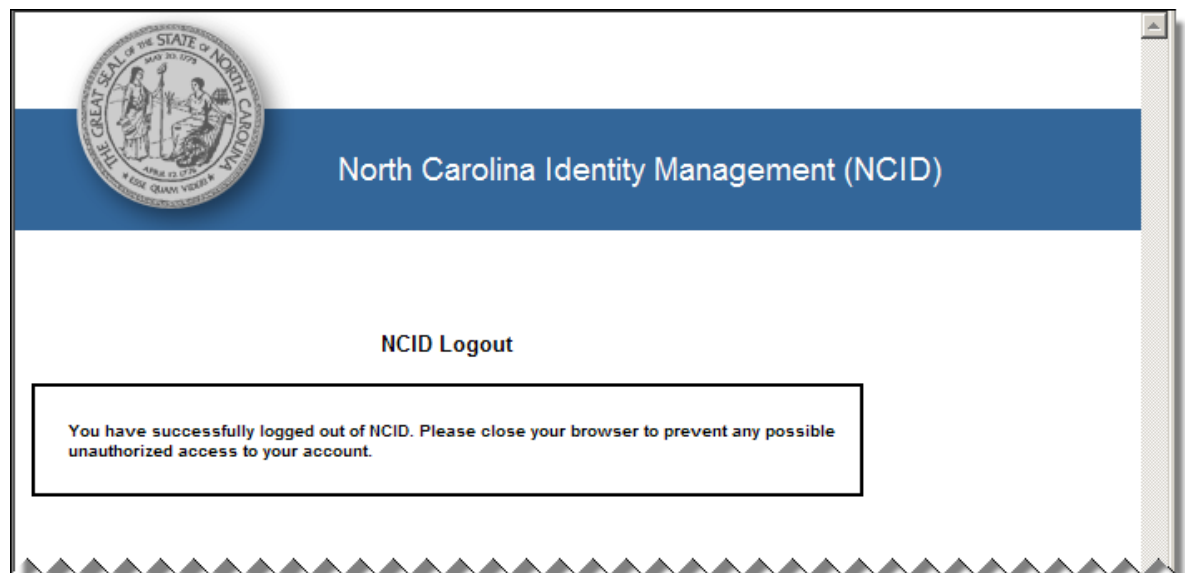


Figure 2-6. "NCID Logout" Screen

## 3.7 Managing Your Account

You can manage your own account by using the self-help tools that are available on the “Identity Self-Service” tab and the “NCID Login” screen. These tools enable you to perform the following tasks without seeking assistance from your administrator or the Service Desk:

- Attempt to log in if you have forgotten your user ID or password
- Update portions of your account information, such as phone number
- Reset your password
- Manage your challenge questions and responses
- Check if your password has been synchronized across connected systems
- View the name and contact information of each administrator within your agency, division and/or section
- Archive your account (available to individual and business account holders only)

### 3.7.1 Using “Forgot Your User ID”

You may look up your user ID if you have forgotten it by using the “Forgot Your User ID” link featured on the “NCID Login” screen. To use this feature you will need to provide some basic information (i.e.: your first and last names, email address). If you experience a problem you can contact your administrator or the Service Desk to look up your user ID.

To use the “Forgot Your User ID” feature:

1. On the “NCID Login” screen, click on the **Forgot Your User ID** link to display the “User Lookup” screen.

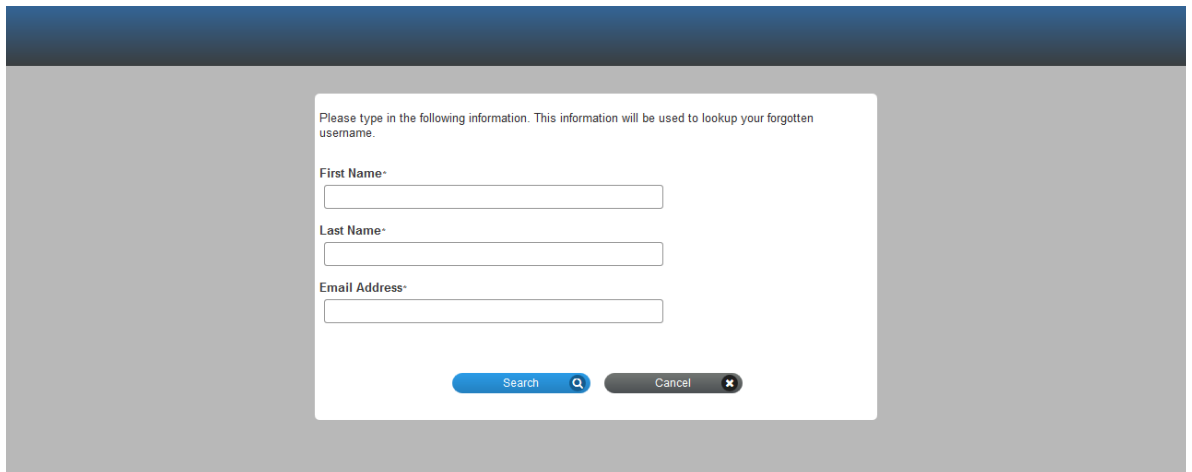


Figure 3-1. “User Lookup” Screen

2. Enter the requested information so that the system can verify your identity.
3. Click on **Search**.
4. If the search is successful, your user name (user ID) will be displayed.
  - Note:
  - If there are multiple accounts with the same email address the system will not display UIDs.

- If the information you entered is incomplete, the system will alert you to fill out all fields.
- The system will also inform you if it cannot find any active users matching your search criteria.

### 3.7.2 Using “Forgot Your Password”

You can reset your password if you have forgotten it by using the “Forgot Your Password” link is featured on the “NCID Login” screen. You will need to provide your user ID and answer all of your challenge questions so that the system can confirm you are an account holder.

**Important!** This feature will be unavailable to you if you have recently changed your password. You must use your password for 3 days before it can be changed. You can contact your administrator or the Service Desk for immediate assistance.

To use the “Forgot Your Password” feature:

1. On the “NCID Login” screen, click on the **Forgot Your Password/Unlock Account** link.
2. The “I am not a robot” or reCAPTCHA screen will appear.

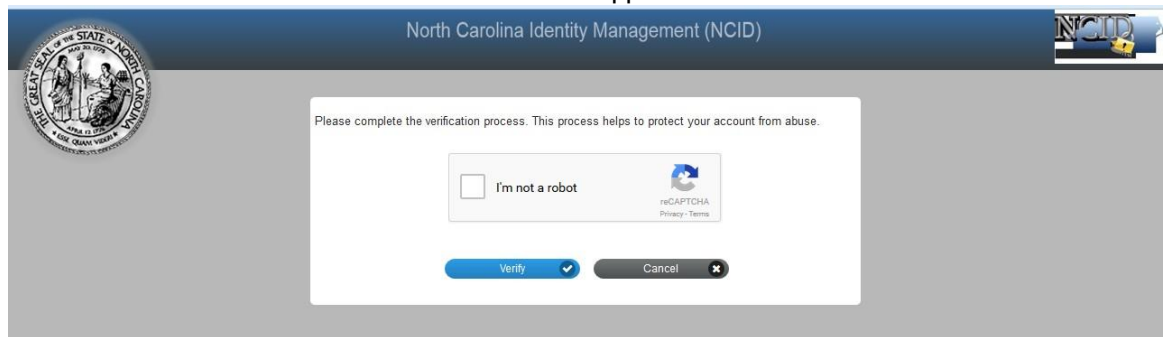


Figure 3-2. Verify using reCAPTCHA

3. The screen will update and the picture selection box will appear

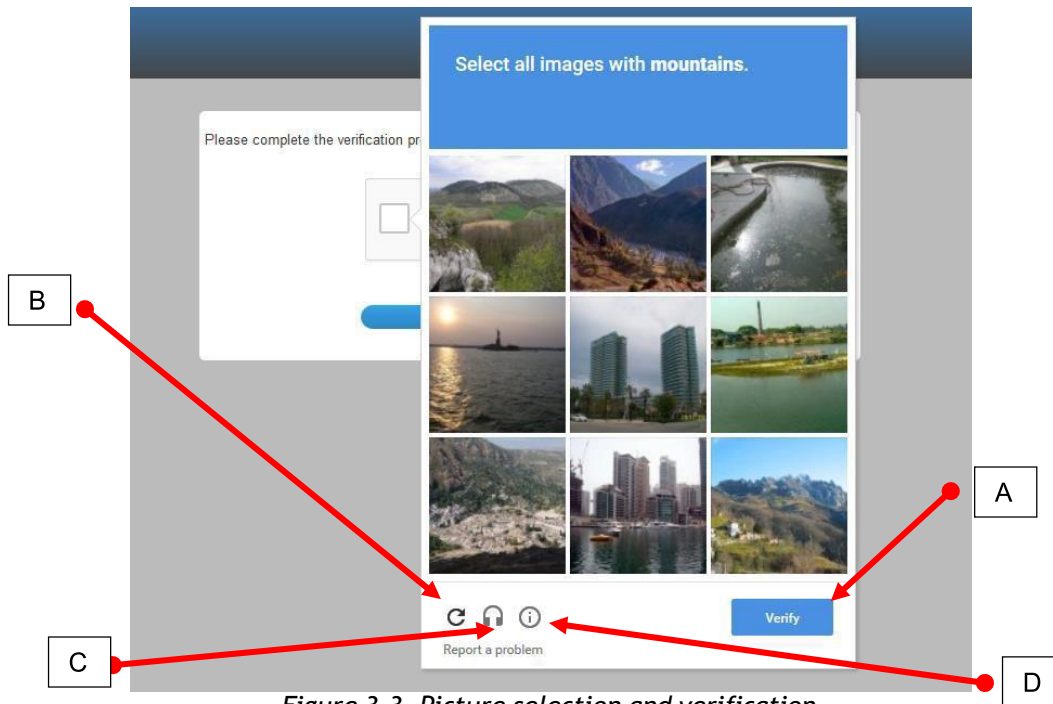
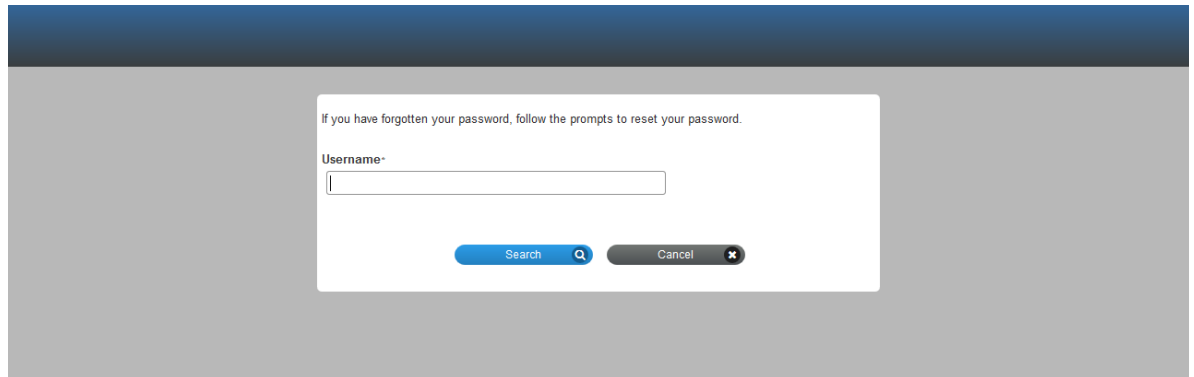


Figure 3-3. Picture selection and verification

4. Please read the instructions carefully the verification process is different depending on the browser you are using. While on this screen you have the following options:
  - A) After selecting the correct images, you can click on verify
  - B) You can click on the refresh icon to refresh the pictures
  - C) The headphone icon will bring up an entry box. When you select **play** reCAPTCHA will read a series of numbers and ask you to enter them and verify your response.
  - D) The icon with an "i" in a circle is for help and to get additional information
5. Once you have selected the correct pictures and completed the verification process you will be presented with the screen below.

**Note:**

If this is the first time you have accessed the new password self-service, you will be asked to answer three of your current security questions and then be required to select 5 questions and answer them for the new self-service to work if needed again in the future.



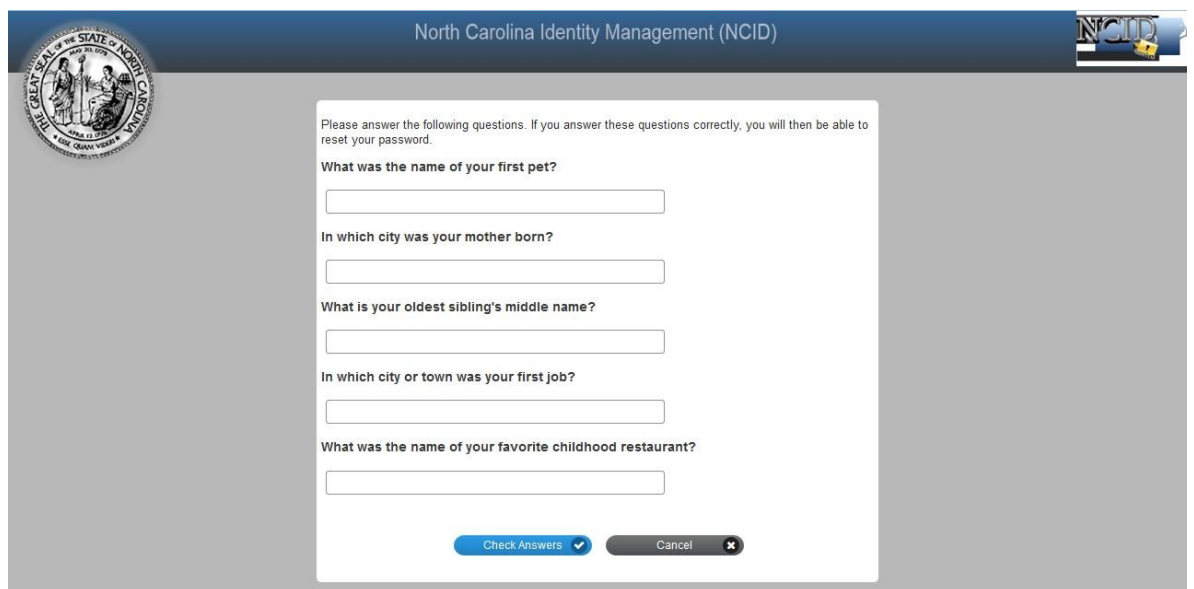
If you have forgotten your password, follow the prompts to reset your password.

Username-

Search Cancel

Figure 3-4. Forgot Password Screen

6. The “Forgotten Password” screen is displayed. Enter your username in the “Username” field and click on **Search**.
7. Answer the five (5) challenge questions presented on the screen. The answers are not case-sensitive; however, the answer must include every character (including punctuation) that you specified when you set up your challenge questions.



North Carolina Identity Management (NCID)

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What was the name of your first pet?

In which city was your mother born?

What is your oldest sibling's middle name?

In which city or town was your first job?

What was the name of your favorite childhood restaurant?

Check Answers Cancel

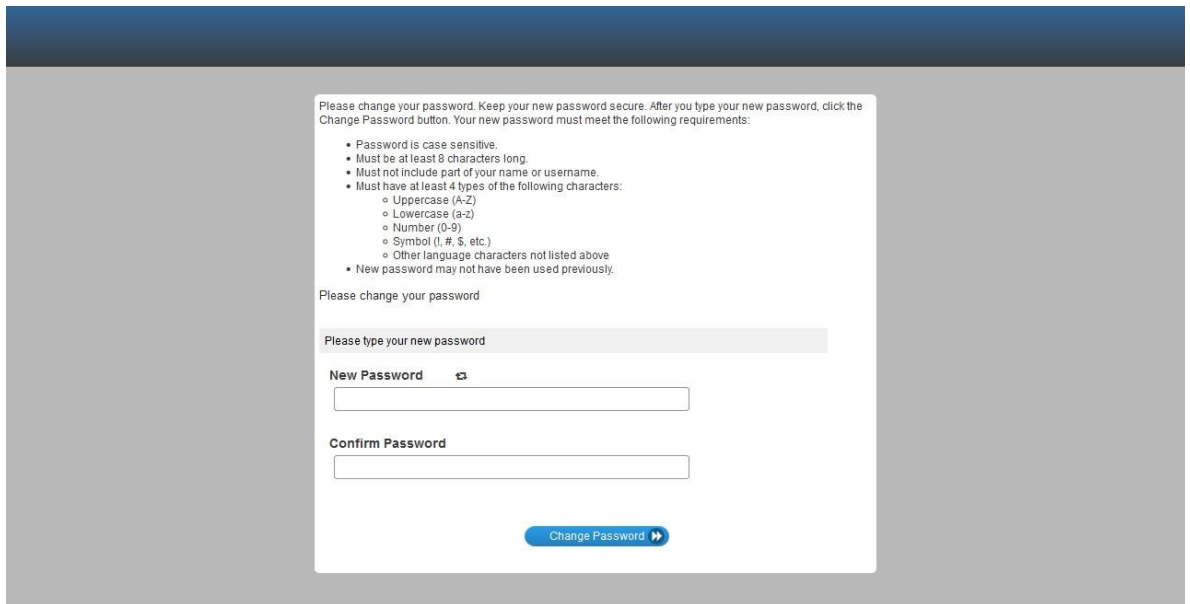
Figure 3-5. Answer Your Challenge Questions

8. Click on **Check Answers**.
  - **Note:** A message will display if you failed to correctly answer any of your challenge questions. Your account will lock after three (3) failed attempts; however, you may try to log in again after 30 minutes, or you may request that your account be unlocked sooner by your administrator or the DIT Service Desk.

Your questions may be different from the above.

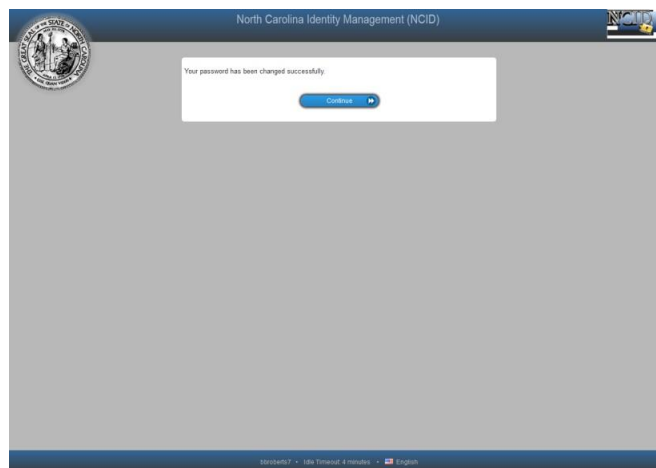
9. The “Change Password” screen is displayed, and prompts you to enter a password in the “New Password” field. The screen indicates whether the password complies with the State’s password policy.

- **Note:** NCID passwords are case-sensitive, and must be entered exactly as they were originally entered.



*Figure 3-6. Enter and Confirm New Password*

10. Retype the password in the “Confirm Password” field.
11. Click on **Change Password** to display the “NCID Logout” screen. The message indicates that you have successfully updated your security credentials and asks you to wait a few seconds while your password is synchronized across the applications that you are permitted to access.



*Figure 3-7. “Password Changed”*

- **Note:** You will also receive an email message to notify you that your password has been successfully changed.



## North Carolina Identity Management (NCID)

### NCID Logout

You have successfully logged out of NCID. Please close your browser to prevent any possible unauthorized access to your account.

*Figure 3-8. "NCID Logout" Screen" Close Browser*

**Important information for State and Local Government Users** If you connect to NCID applications via a mobile device (e.g.: if you connect to Exchange to access email via a mobile phone or PDA) you must also change the password on each device. If the password is not changed, you will be unable to log in. Note that your NCID account will lock after 3 failed login attempts.

### 3.7.3 Viewing and Updating Your User Account Information

You may view your account profile and update portions of your information by using the “Update My Account” link found on the “Identity Self-Service” tab. This self-service tool allows you see general information such as your contact details, applications you can access, and administrative roles that have been assigned to you. This link also allows you to keep your account information current. For example, individual and business users may update their name or email address, and employees may update their business phone number or address.

To view/update your account information:

1. Login to the NCID service using the “ncid.nc.gov” address. On the “Identity Self-Service” tab, click on **Update My Account** in the menu located on the left side of your screen (this option is listed under the “Information Management” category).

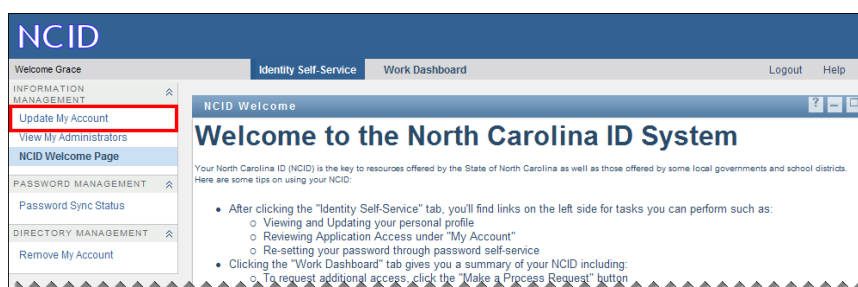
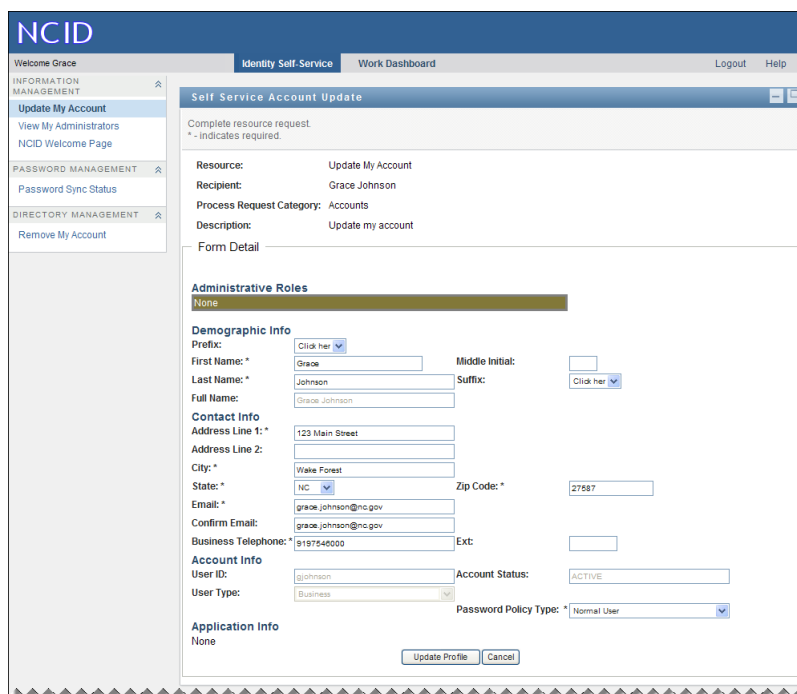


Figure 3-9. Click “Update My Account” Link

2. The “Self-Service Account Update” screen is displayed. The following table provides a description of each section/data field displayed on the screen.



Section	Data Field	Value
Administrative Roles	Resource:	Update My Account
	Recipient:	Grace Johnson
Process Request Category: Accounts	Description:	Update my account
	Form Detail	
Demographic Info	First Name:	Grace
	Last Name:	Johnson
Contact Info	Address Line 1:	123 Main Street
	City:	Wake Forest
Account Info	User ID:	gjohnson
	Account Status:	ACTIVE
Application Info	User Type:	Business
	Password Policy Type:	Normal User

Figure 3-10. “Self-Service Account Update” Screen

16.

Section/Field	Description
<b>“Administrative Roles” Section</b>	
This section identifies any delegated administrative role or service desk role that has been assigned to you. Note that DA roles will be organized by organization, division and section. If you do not have any DA role assigned to you, then “None” will appear in this section.	
<b>“Demographic Info” Section</b>	
Prefix	Shows a prefix to your name, if one was selected when your administrator created your account.
First Name*	Shows your first name.
Middle Initial	Shows your middle name, if one was entered by your administrator when your account was created.
Last Name*	Shows your last name.
Suffix	Shows a suffix for your name, if one was selected when your administrator created your account.
Full Name	This field information entered in the “First Name”, “Middle Initial” and “Last Name” fields.
<b>“Contact Info” Section</b>	
Address Line 1	Shows your street address.
Address Line 2	Shows any additional address details.
City	Shows your city name.
State	Shows your state.
Zip Code	Shows your zip code.
Email*	Shows your business email address.
	<b>Note:</b> It is important to verify that your email address is correct and to keep it current as it is vital to maintaining your account.
Confirm Email*	Lets you re-enter the email address to confirm it matches the value entered in the “Personal Email” field.
Business Telephone*	Shows your 10-digit business telephone (ex. 999-999-9999). This number cannot begin with a 0 or 1.

17.

Section/Field	Description
<b>“Account Info” Section</b>	
User ID	Shows the username that identifies you as an account holder.
User Type	Identifies your user type: State government employee Local government employee Business Individual
Account Status	Identifies if your account is active or disabled (deactivated).
Password Policy Type	Indicates one of the two (2) types of policies that can be applied to your password. (Employee accounts only.)  Normal user: applied to typical users and enforces a 90 day expiration policy.  Administrative user: may be applied to user accounts that have more privileges than those of a typical user and enforces a 30 day expiration policy.

#### “Application Info” Section

This section identifies the applications which you may access. Note that application access is granted to you by your application administrator. Additionally not all application access will be listed here.

3. You may update information that does not appear as read-only (grayed-out) text.
  - **Note:** Employees that have mail accounts linked to the State’s Exchange email system cannot modify their email addresses.
4. Click on **Update Profile** to save your changes. If you attempt to save changes without entering required information the screen will indicate the problem field(s) in **bold red**.
  - **Note:** If you updated your email address, you will receive a notification of the change to both your previous email address and your new email address.

### 3.7.4 Changing Your Password

You may change your password by using the “Change Password” link featured on the main screen (NCID Welcome Page).<sup>5</sup> Upon making the change, you will be logged out of the system, and must log back into NCID with the new password.

**Important!** You will not be permitted to change your password if you have recently changed it. Currently, you can reset your password after 3 days.

To reset/change a password:

1. Login to the NCID service using the “ncid.nc.gov” address. On the main screen, click on the **Change Password** link (this option is located in the middle of the screen in the “Change Your Password” section).

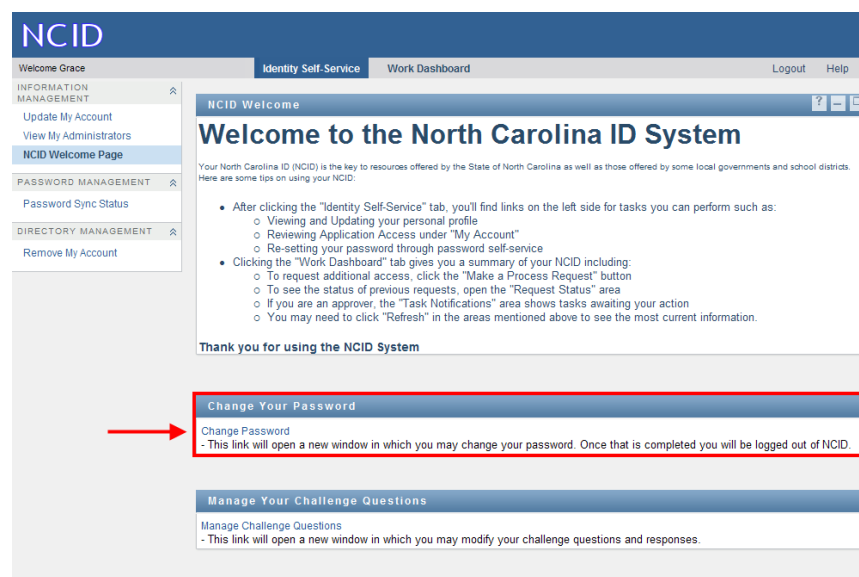


Figure 3-11. Click on “Change Password” Link

2. If this is the first time you are resetting your password after the new self-service feature upgrade (August 8, 2016) you will be required to select and answer five (5) security questions. These can be the same questions you currently have. They need to be selected and answered for the new service to be available to you in the future.
3. The “Change Password” screen is displayed and prompts you to enter a password in the “New Password” field.
  - **Note:** The screen indicates whether the password complies with the State’s password policy.

<sup>5</sup> Typically, passwords for state and local government employees will expire every 90 days; however, passwords for some state employees, who have more privileges, will expire every 30 days. If your password has been set to expire every 30 days, you may change the expiration period by setting the “Password Policy Type” field from “Administrative User” to “Normal User” in your account profile. Changing this setting will not impact your delegated administrator rights, if you have been assigned to a DA role.

Passwords for individual and business users do not expire.

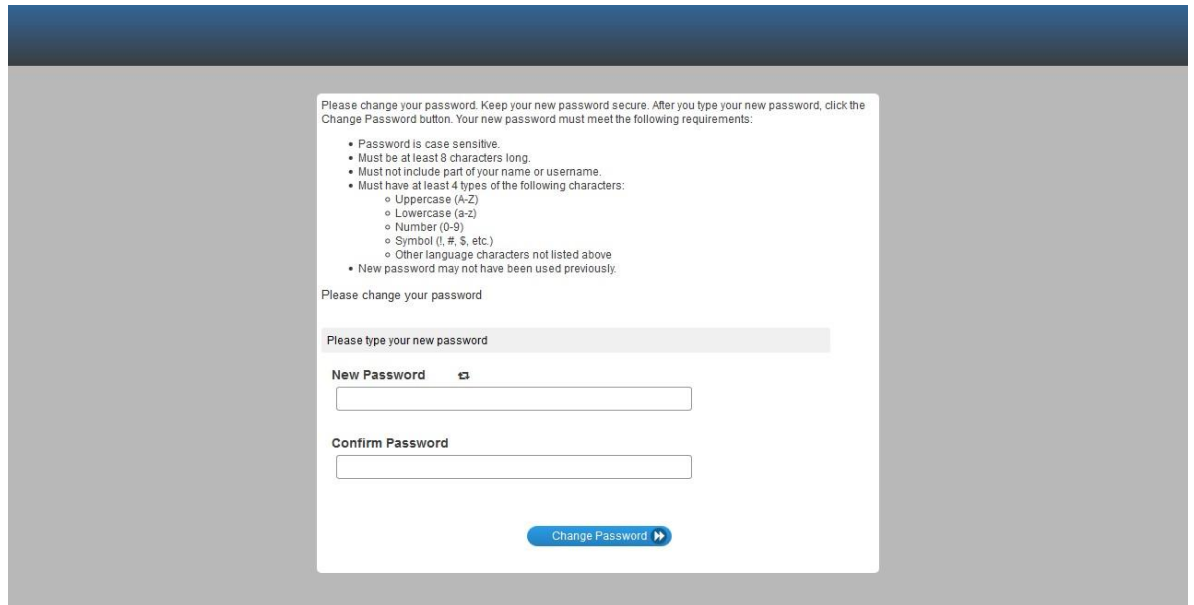


Figure 3-12. “Change Password” Screen

4. Type the password again in the “Confirm Password” field.
5. Click on **Change Password**.

- **Note:** A message will alert you that you cannot change your password if you try to change it before the minimum password age has expired.<sup>6</sup>

6. The “NCID Logout” screen is displayed. A message informs you that your security credentials have been successfully updated and asks you to wait a few seconds while your password is synchronized across the applications that you are permitted to access.

- **Note:** You will also receive an email message to notify you that your password has been successfully changed.

<sup>6</sup> State and local government employees can request their delegated administrator or their agency’s Service Desk to reset their password prior to the 3-day minimum requirement. This allows the user to log in with a temporary password and enter a new one on the “Change Password” screen. Passwords for individual and business accounts cannot be reset. These users can request the DIT Service Desk remove the rule temporarily so they can use SSPR (Self-Service Password recovery).

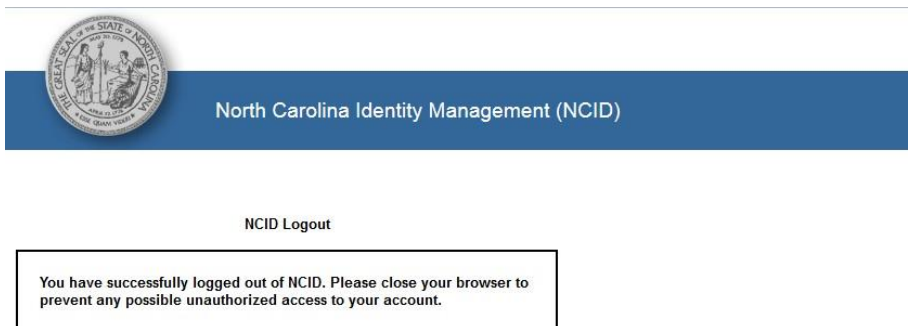


Figure 3-13. “NCID Logout” Screen - Close Browser

### 3.7.5 Managing Your Challenge Questions and Responses

You may reset your challenge questions and responses by using the “Manage Challenge Questions” link featured on the main screen (NCID Welcome Page). Challenge questions are used to verify your identity when you need to change your password or unlock your account. Upon setting up your challenge questions and responses, you will be logged out of the system, and must log back into NCID.

**Note:** State policy determines the number of questions you must answer and the list of potential questions from which you may select. From the available list of challenge questions, you can select the questions for yourself.

To manage challenge questions and responses:

1. On the main screen, click on the **Manage Challenge Questions** link (this option is located in the middle of the screen in the “Manage Your Challenge Questions and Responses” section).

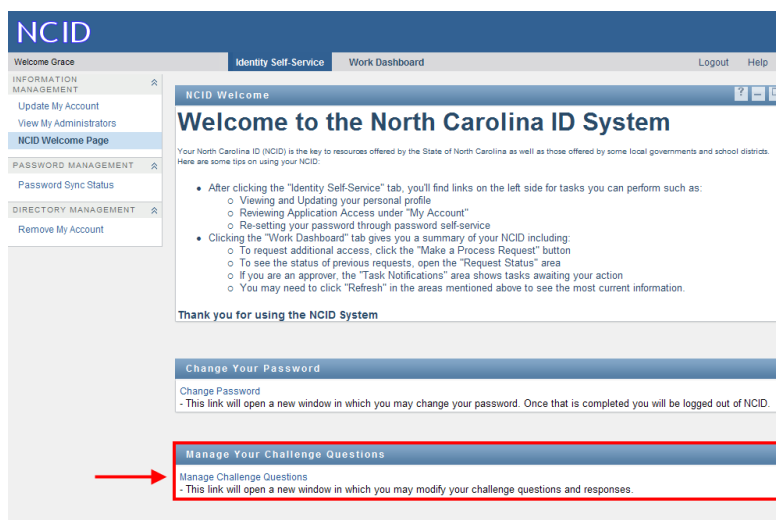
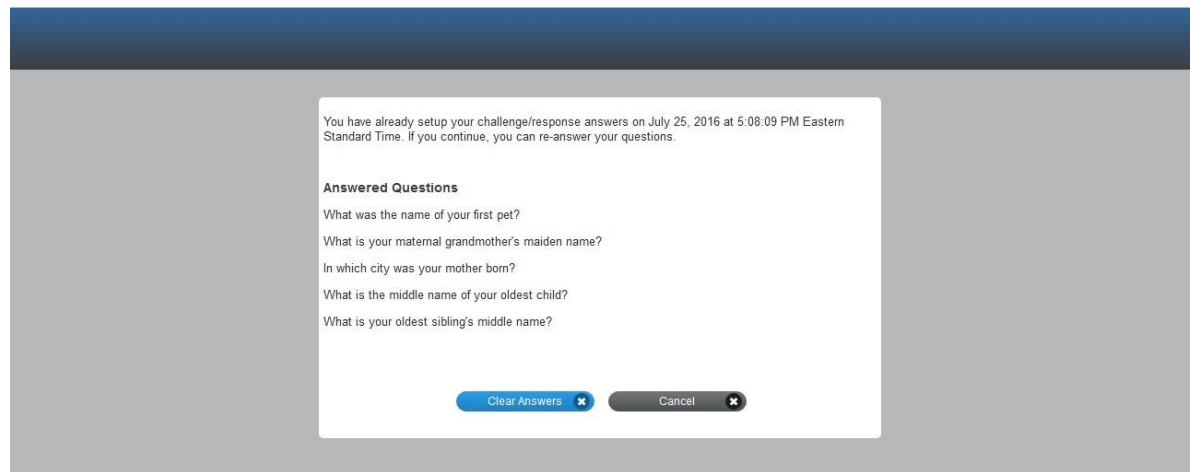


Figure 3-14. Click on “Challenge Questions” Link

2. The “Setup Security Questions” screen is displayed, and prompts you to answer five (5) challenge questions. Select a question from each dropdown menu, and enter an answer in the field next to the question.

**Important!**

- Challenge responses are not case-sensitive; however, the system will match every character (including punctuation) that you specify in your response(s).
- Provide answers that are brief, easy to remember and are things that others won't know about you.
- For security purposes, do not write down your answers.



*Figure 3-15. "Manage Security Questions" Screen*

3. To clear all previously selected security questions and answers and select new ones, click on **Clear Answers**.
4. A confirmation screen is displayed warning you that questions and answers will be removed and new ones will have to be selected. Click on **OK**.

5. The screen below is displayed allowing you to select five (5) security questions and answers.

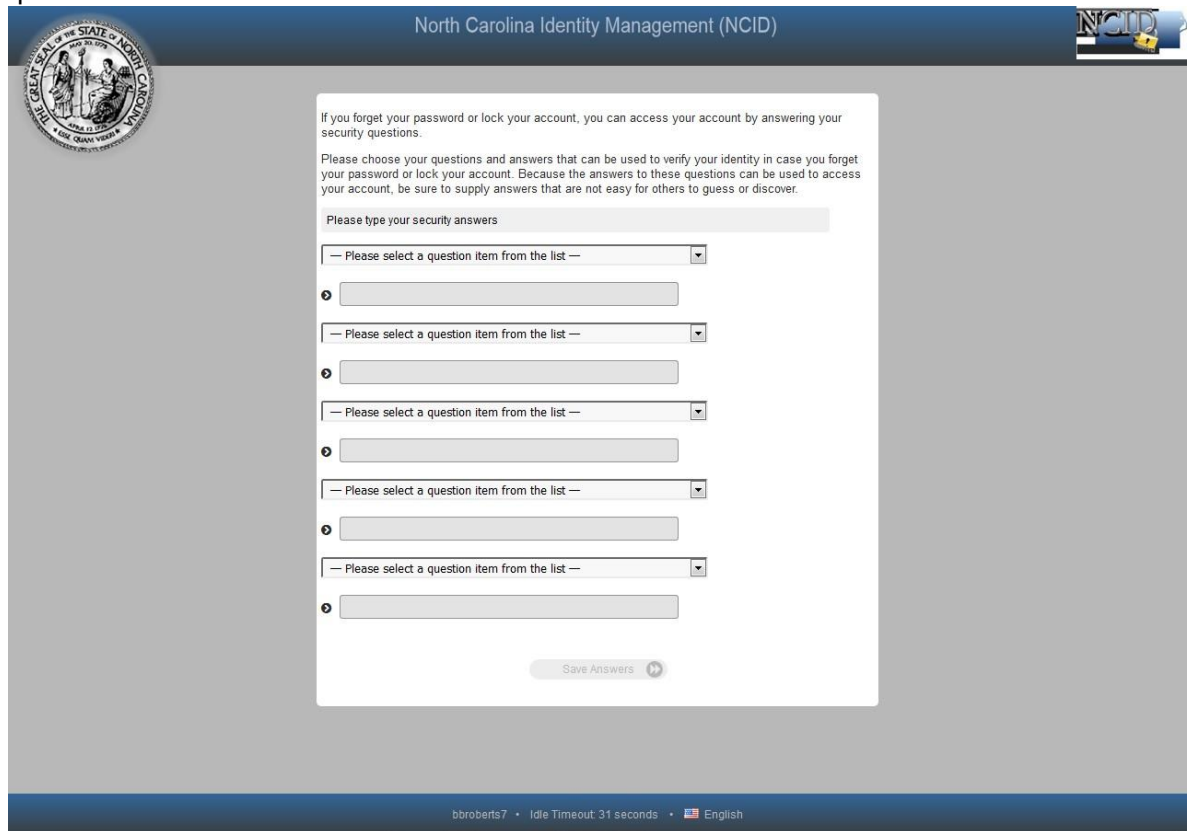


Figure 3-16. “NCID Logout” Screen - Password Synchronization in Progress

6. Click on **Save Answers** to have the system update your security questions and answers. A confirmation screen will appear.
7. The **Continue** link appears when the account synchronization is complete. For security reasons it is recommended that you close this browser window.

- **Note:** You will also receive an email message to notify you that your challenge questions/responses have been updated.

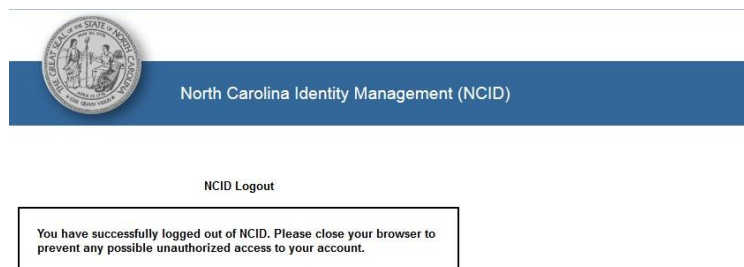


Figure 3-17. “NCID Logout” Screen - Click “Continue” to Login

### 3.7.6 Viewing Your Administrators

If you need assistance with your account and do not know who to call to resolve your issue, you may use the “View My Administrators” link to view contact information of the person(s) who administers your account.

**Note:** State and local government employees will see the name and phone number for the administrator(s) within their agency, division and/or section. Individual and business account holders will see contact information for the DIT Service Desk.

To view your administrator’s name and contact information:

1. On the “Identity Self-Service” tab, click on **View My Administrators** in the menu located on the left side of your screen (this option is listed under the “Information Management” category).

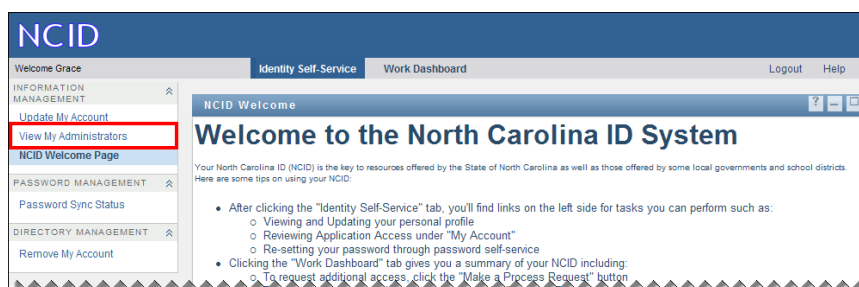


Figure 3-18. Click “View My Administrators” Link

2. The “View My Administrators” screen is displayed. Look at the “Administrator Contact Info” section to see a list of names and telephone numbers for administrators in your organization, division and/or section.

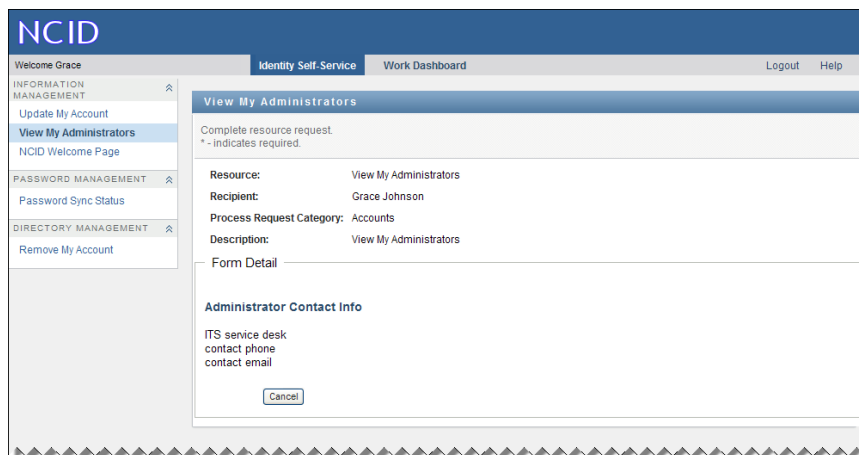


Figure 3-19. View Administrator Contact Information

### 3.7.7 Removing Your Account

If you are an individual or business account holder, you may remove (archive) your account if you no longer need to access NCID resources or any connected applications. Please note that once the account is removed, it cannot be reinstated. You will need to self-register for a new account if you need to access NCID resources again.

**Note:** Your account will be archived automatically if there is no account activity during an 18-month period.

State or local government employee accounts must be deactivated and then archived by the account holder's administrator.

#### To remove your account:

1. On the "Identity Self-Service" tab, click on **Remove My Account** in the menu located on the left side of your screen (this option is listed under the "Directory Management" category).

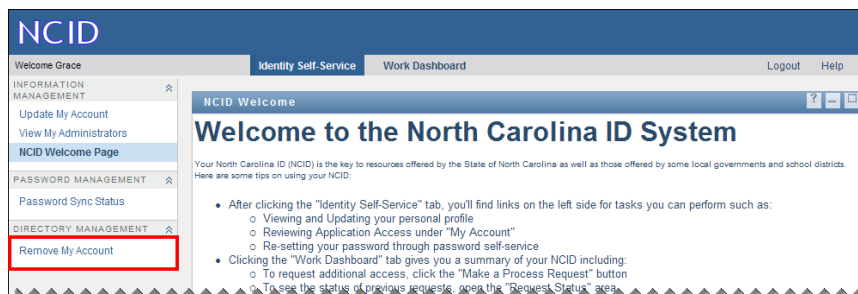


Figure 3-20. Click "Remove My Account" Link

2. The "Self Service User Archive" screen is displayed. The message in the "Form Detail" section alerts you that once your account is removed it will be deleted from the system. Please ensure that this is the action you wish to take on your account. Click on **Remove my Account** to delete your account, or click on **Cancel** stop the operation.

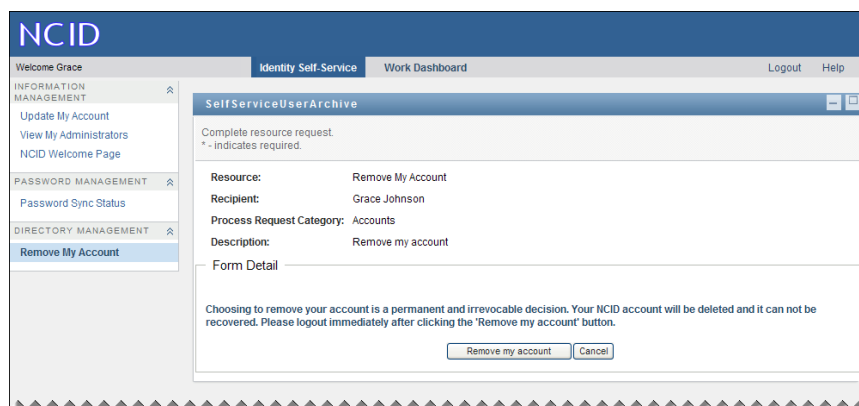


Figure 3-21. "Self-Service User Archive" Screen

3. Close your browser window.

## Appendix A: NCID Terminology

Archiving [Account]	The process of decommissioning a user account. An archived account cannot be reinstated. A new user account must be created if the user needs to access NCID connected resources again.
Authentication	The process of identifying an individual to NCID based on user ID and password.
Authorization	The process of giving an individual access to system resources, such as customer-based applications.
Challenge Questions	NCID password policy requires that users set up security questions and responses. A subset of these questions will be used to verify identity during login when a user has forgotten his or her password.
Deactivating [Account]	The process of preventing a user from logging in to NCID and accessing connected resources. Deactivating an account suspends the user's rights or associations. Deactivated accounts can be reactivated by the user's administrator.
Division Delegated Administrator (DA)	A person who can only administer user accounts which are in the same division(s) for which he or she has administrative rights. This person may manage another administrator who is at their level or below. Note: A division DA may administer more than one division; however, these divisions must be part of the same organization.
Forgot Your Password?	A self-service feature which permits a user to reset his or her password without assistance from the Service Desk.
Forgot Your User ID?	A self-service feature which permits a user to recover his or her user ID without assistance from the Service Desk.
End-User	A state or local government employee, a citizen or business person who is authenticated to access NCID.  User capabilities are dependent upon the permissions assigned to them by the administrator. NCID self-service features are available to all end-users.
Global Service Desk	A person who can unlock accounts for any user account, excluding a delegated administrator. (Also referred to as DIT Service Desk.)
Identity Self-Service Tab	Provides self-service tools for users to conveniently manage their own account. It also provides access to workflow links to allow delegated administrators and the Service Desk to administer user accounts.
DIT Service Desk	A person who can unlock accounts for any user account, excluding a delegated administrator. (Also referred to as Global Service Desk.)
Login	Performs user authentication to NCID.

Minimum Password Age	State password policy requires that a user keep a new password for 3 days before it can be changed.
Organizational Delegated Administrator (DA)	A person who can administer user accounts within his or her organization. This person may administer another delegated administrator who is at their same level, but not above them.
Organization Service Desk Administrator	A person who can unlock accounts and reset passwords for any user account that is a member of the same organization. This person may not act upon an account for a delegated administrator.
Password	A user's unique string of characters that is used to authenticate to NCID.
Resource	A NCID connected application, such as Beacon.
Role	A set of permissions related to one or more resources (applications).
Role Assignment	The method of granting a user access to one or more resources (applications). A role assignment can be made directly to a user, in which case a user is given explicit access to a resource associated with the role. A user may also receive a role indirectly by being a member of a group, container or related role.
[Role] Category	A label used to classify a role. Associating a role to a category is not mandatory, but it is helpful when viewing the Role Catalog as you can organize and filter roles by category.
Role Catalog	Contains all of the roles definitions that have been created in the NCID system. Roles are alphabetically displayed and each role's level and associated category are identified. Roles may be sorted and filtered by name, level and/or category.
Roles Hierarchy	Establishes relationships between roles in the catalog. The hierarchy helps simplify the task of granting permissions through role assignments.
Role Level	Indicates the level of the role within the catalog. The following levels (highest to lowest) make up the roles hierarchy: Business Role, IT Role and Permission Role.
Role Reports	Provide designated administrators with the ability to analyze the current state of roles and role assignments. Role reports include: Role List Report and Role Assignment Report.
Role Manager (previously Group Administrator)	A person who can define and modify a role (a set of permissions related to one or more applications), and grant role assignments to users. A role manager also has access to reports to help them analyze the current state of role assignments and user entitlements.

Roles and Resources Tab	Allows application administrators assign resources (applications) to users via role assignment, and access reports to analyze the current state of role assignment and user entitlements.
Section Delegated Administrator (DA)	A person who can only administer user accounts which are in the same section(s) for which he or she has administrative rights. This person may manage another administrator who is at their level or below.
System Administrator	A person who has rights to configure and manage all aspects of the NCID application.
Tabs	The way in which information and application features are organized and displayed in NCID. Currently, the application uses three tabs to present information: <i>Identity Self-Service</i> , <i>Work Dashboard</i> and <i>Roles and Resources</i> . Tab availability will vary based on job responsibility and access permissions.
User ID	A user's unique account ID that is required to authenticate him or her to NCID and connected systems.
Work Dashboard Tab	Provides a centralized area for users to make a process request, and view the history and status of a request they made.

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